



La casa del Arti - Bed & Breakfast - Welcome, Charm and Comfort
80 Avenue de Port-la-Nouvelle - 11130 Sigean
Tel. +33 (0)6 09 85 65 86 | +33 (0)6 03 30 91 30
www.lacasadelarti.fr/en | contact@lacasadelarti.fr

Hello. Thank you for your interest in our guesthouse.

We invite you to carefully review our terms and conditions before booking a stay. If you have any questions or concerns, please do not hesitate to contact us for clarification.

General terms and conditions of sale

1. Booking

1.1. By making a booking on our website, you agree to these terms and conditions.

1.2. To book a stay, please provide accurate and complete information, such as your personal details (full identity and address), desired dates of stay, number of occupants, ages of children, etc.

1.3. Our overnight rates are based on occupancy by two people sharing the same bed. The use of another night of the room is subject to the reservation for 3 people (adults or children over 3 years old) or to our prior agreement (with payment of an additional service).

1.4. The booking is confirmed only after receipt of a confirmation from us, together with payment details.

If you do not receive this email, please contact us by phone or send us an email (see our contact details at the end of this document).

2. Welcome - Arrival and departure

Rooms are usually available **from 16:00**.

Reception is provided **from 16:00 to 20:00**, unless previously agreed to arrive before or after these hours.

The room must be vacated **by 10:00 a.m. at the latest**.

In case of arrival and/or departure outside reception hours, additional charges may apply.



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These check-in and check-out times are set to allow us to clean and prepare our rooms to receive our guests, as well as to have a family and social life. Thank you for your understanding.

3. Securing the reservation

Unless otherwise stated, all bookings must be guaranteed by a credit card **which will always be valid for 8 days after the end of the stay.**

A payment link to secure your stay by this credit card will be sent to you upon receipt of your reservation. It is the confirmation of this link that will effectively block your booking.

A **Pre-Authorization** for an amount of **100€** will be recorded on your credit card on the day of your arrival. It will be released no later than 7 days after the date of your departure. This pre-authorization is only used to guarantee the payment of costs, extras, possible damages, etc. related to your stay.

4. Rates and payment

4.1. Payment for the stay shall be made in accordance with the terms and conditions indicated at the time of booking, such as the total amount, any service charges and the applicable cancellation policy.

4.2. Cancellation and modification conditions vary depending on the type of booking and the rates selected.

4.3. Standard Rate

4.3.1. Payment

A **deposit** will be required upon confirmation of the booking to secure the booking. This deposit will correspond to the amount of the (first) night and will be charged to the credit card **8 days before the arrival date.**

If this date is less than 8 days away, the deposit will be taken as soon as the booking is confirmed.



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The **balance** of the **amount of the stay** (excluding tourist taxes and any extras requested) will be charged to the credit card at check-in.

The amount of **tourist taxes and any extras requested** will be charged to the credit card at check-out.

4.3.2. Conditions for modification

For any other changes, regarding the number of people or dates of stay, please contact us as soon as possible. We will try to satisfy you according to our availability.

The reservation can be changed **free of charge up to 7 days before arrival**, subject to availability for the new dates desired.

4.3.3. Cancellation policy

If the cancellation occurs **less than 8 days before the scheduled date**, the deposit collected will be kept and not refunded.

4.4. Non-cancellable rate

4.4.1. Payment

The total amount of the stay (excluding tourist taxes and any extras requested) will be automatically charged to the credit card as soon as the reservation is confirmed.

The amount of tourist taxes and any extras requested will be charged automatically to the credit card at check-in.

4.4.2. Conditions for modification

No changes are possible for this rate.

4.4.3. Cancellation policy

Any cancellation by you will incur a cancellation fee in full at your expense, without any possibility of refund. The cancellation fee is the total amount of the reservation.



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4.4.4. Cancellation insurance

This rate includes the subscription to a cancellation insurance, which allows the payment of the amounts already paid if the conditions of intervention of this insurance are met.

5. Taxes and Service Charges

Additional fees, such as local taxes, service charges, or security deposits, may apply. They will be clearly indicated at the time of booking.

6. Responsibilities of guests staying in our guesthouse

Our guests as well as anyone visiting our guesthouse are asked to abide by our rules and policies during their stay, which we invite you to browse in our [digital guide](#).

In particular, it is forbidden to smoke or vape in the rooms or apartment.

These rules also specify the hours of access and conditions of use of the pool, as well as the recommended swimwear. We also accept no liability for accidents in or around the pool.

We also ask you to respect certain rules of common life: cordiality, respect for each other, absence of noise after 9 p.m.,...

Pets are completely forbidden in the house.

Our guests are responsible for the cleanliness and condition of the accommodation during their stay. Any damage caused to the property will be charged to the guest.

They are also responsible for the safety of their personal belongings. The property is not responsible for any loss, theft or damage.



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7. Responsibilities of our guest house

We are committed to providing quality service and making your stay as enjoyable as possible. However, we cannot be held responsible for any disruptions or incidents beyond our control.

If you have any issues or complaints during your stay, please let us know immediately so that we can take appropriate action to rectify the situation.

Thank you for your understanding.

We look forward to welcoming you soon.

Eduart & Philippe.

La casa del Arti

(Eduart Tafa - self-employed registered under SIREN number 831 166 889)