

TERMS AND CONDITIONS

We look forward to welcoming you. When you make your booking you are entering into an agreement with us. Please read our terms and conditions of booking below.

Arrival and Departure

Check in is available from 3.00pm to 8.00pm (15:00 to 20:00) on the day of arrival. Check-in times outside of those specified must be confirmed with us prior to arrival.

We ask that you please vacate your room by 10.00am (10:00) on the morning of departure.

Reservations

Please note the cancellation policy before committing to a reservation.

In order for us to confirm a reservation, credit/debit card details are required to secure your booking. No payment is taken from this card unless you ask us to, or the booking is cancelled within 14 days of the scheduled date of arrival, or you do not show, or you use the card to pay on departure. However, we reserve the right to pre-authorise the card with a charge equivalent to the room(s) single night rate.

The exception to this policy is for bookings at peak times and / or special events where we reserve the right to take a deposit payment equivalent to the room(s) single night rate. You will be informed of this at the time of booking.

If you are unable to secure the booking with a credit/debit card then we require payment by BACS for the full amount of the stay. We will then send confirmation once the money has cleared.

Bookings made **online** may be subject to differing terms and conditions in force at the time of booking. This is to protect your security in carrying out the booking and providing credit card details over the internet.

Cancellation by the Guest

We are a small business, so cancellations can have a big impact on us, especially if we have turned away potential guests in favour of someone who has already booked and who then cancels. We do, however, appreciate that unforeseen circumstances can intervene, and we try to be as sympathetic and helpful as possible in such cases.

Le Château de Lesterie

Maison D'Hôtes

In the event of a cancellation up to 14 days prior to the scheduled date of arrival no charge will be made.

If you cancel your reservation between 14 and 7 days of the scheduled date of arrival a cancellation charge equivalent to the room(s) single night rate will be made.

Guests cancelling within 7 days of the scheduled date of arrival, or failing to arrive without notification, may be responsible to a charge equivalent to the total reservation price.

We take all bookings in good faith, as we are unable to judge reasons for change, cancellation or non-arrival, guests are reminded that no exceptions to the above conditions will be made and that any booking made with Le Château de Lesterie for either accommodation or goods, services, meals or drinks that are pre booked (verbal or written) forms a legally binding contract. For this reason we advise that you take out a suitable insurance product to cover against unexpected costs such as cancellation fees. In addition, we may take legal action, through the Courts, to recover any outstanding debts.

Cancellation by Us

Should it become necessary for us to cancel a booking we will contact you immediately. Any payments made will be refunded in full. Should you wish, we will attempt to book you into another local bed and breakfast. Our liability will not extend beyond these conditions.

Car Parking

A car park is available for guests' use at the side of the main house. Cars parked here are at owners risk.

Change of Room

If a booking is taken out for a specific room and the room reserved is required to meet a specific guest needs or rendered unusable via circumstances beyond our control, we reserve the right to transfer the booking to an alternative room of similar quality.

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Damage and Breakages

Please take care of our home. You are responsible and liable for any breakages or damages which you cause to the accommodation or its contents. Please report these as soon as they occur especially if you accidentally spill something – it's much easier to clean if we know what it is and act quickly. We do not normally charge for breakages, but we reserve the right to charge for repair or making good if the damage is significant.

Data

Some of the data gathered during the course of a booking may be held on computer. We would like to hold this data after your visit to be able to inform you of future offers. If you would prefer us not to hold this information please let us know.

Evening Meal Reservations

We are pleased to offer our guests the facility to dine in with our Table d'hôtes service. Please telephone or email in advance to book an evening meal and notify us of any special dietary requirements. All meals are prepared to order and therefore we require a minimum of 24 hours notice. Without pre-ordering, we will unfortunately not be able to provide a meal on the day of arrival. Table d'Hôtes is a traditional French offering whereby the guests share the table of their hosts, so meals will be taken together.

As Evening Meals are purchased for and prepared to order, if an order is placed and cancelled after 12 noon on the day of dining or not taken for any reason, the full cost of the meal will remain payable.

Evening meals are subject to availability.

Alternatively we are happy for you to buy food elsewhere to eat on the premises, or to use our BBQ. We are happy to provide you with plates and cutlery to enable you to eat either at the dining table if it is available, or outside.

Liability

We do not accept any liability for any damage, loss or injury to any member of your party or any vehicles or possessions, unless proven to be caused by a negligent act by ourselves or our employees whilst acting in the course of their employment.

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Lost Property

We are happy to return items that have been left following departure. However, there will be a minimum charge of 5.00EUR to cover postage and packaging.

Missing Items

We reserve the right to charge for missing items.

Payment

Payment is due on arrival for the full duration of your stay and we accept the following credit and debit cards; Debit MasterCard, Delta, Electron, MasterCard, and Visa, as well as French issued personal and business cheques and cash. We are also able to accept ApplePay, Samsung pay and Google Pay.

Pets

We are a family of animal lovers, and as such we have pets of our own. Unfortunately this means that we are unable to accommodate the pets of our guests. Our animals live with us in the house, which means that we are sadly unable to cater to guests with pet allergies.

Prices

We reserve the right to change our prices at any time. This does not affect bookings already made.

Smoking

Smoking is NOT permitted within any part of Le Château de Lesterie. Please note that offending guests may be asked to leave immediately and may be liable for professional cleaning of any rooms and any outstanding balance of nights booked but not taken through early departure. We do, however, permit smoking on the balcony outside the day room with the door closed, and on the front terrace. Please dispose of all cigarette butts in an appropriate manner. Ashtrays will be provided upon request.

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Termination Policy

Le Château de Lesterie reserves the right, at its discretion, to terminate, without notice, an individuals stay where deemed necessary through unacceptable behaviour or as a result of actions which are likely to endanger or offend others (Please note that non compliance of our non smoking policy may constitute termination). In such circumstances any outstanding account must be settled, no refunds will be made.

Wi-Fi Access

By using our Wi-Fi Service you automatically agree to the terms and conditions of use in force at the time. Any inappropriate use will be reported to the authorities.

We reserve the right to amend these terms and conditions at any time.

You acknowledge and agree that all intellectual property rights (including, but not limited to, copyrights (including rights in software), trademarks, database rights, patents and inventions) in and relating to the service are owned by us and our licensors or contractors. Nothing in this agreement operates to transfer any such intellectual property rights to you.

We reserve the right to assign or sub-contract any of our rights and obligations under this agreement without notice to you.

If any provision of this agreement is found to be unenforceable by a court of competent jurisdiction, the other provisions shall nevertheless remain in full force and effect.