

INTERNAL RULES OF THE COTTAGE

« LA GREMILLE »

In order to facilitate your stay and make it more pleasant, we put at your disposal our internal rules and our general conditions. The payment of the amount of the reservation commits you to the general and special conditions of the rental and the internal rules of the fully equipped cottage.

Terms and conditions

It is agreed to a rental for the entire furnished property on the occasion of various receptions (wedding, communion, birthday, baptism, etc.), the owner must be notified of the type of events provided in his property, and may reserve the right to cancel the rental at any time. Some events may be refused such as bachelorette parties, etc...

Groups of unaccompanied youth without the owner's consent may be refused and at least upon arrival.

We ask our tenants to respect the manager, the owner and accept the rules, they can enter the establishment at any time.

The regulation if against cancels any regulation of our various partners.

The Belgian municipal and national legislation will have to be taken into account by the tenants and will be the only ones responsible in case of damage.

Article 1: *Our unique formula «Free management»*

The free management means that you are autonomous in the house so no services offered by the owner or the manager.

A building equipped with an elevator, a kitchen (equipped with professional equipment, crockery and common equipment (tables, chairs), a library, a sauna, a heated outdoor pool, a barbecue, a petanque court and 17 rooms is at your disposal. The rooms, consisting of double or single beds or bunk beds, each have a bathroom with shower, sink and toilet (one with bath).

Wifi is available throughout the building and free.

Article 2: *Rental period*

The cottage is rented to you for a **period defined** when booking according to the conditions set out in this internal regulation. The tenant will under no circumstances be able to avail himself of any right to maintain in the premises.

Article 3: *Arrival/Departure:*

Arrival between 16:00 and 18:00.

Departure before 10:00 am (except Sunday before 8:00 pm).

Arrival and departure times must be respected.

Article 4: *Payment and deposit*

The reservation will only be taken into account when the deposit has been collected on the bank account **BE806 528 5410 3977** less the total amount. The property will be returned for rent if the deposit has not been paid within 20 days after sending the Proforma invoice and the date. The total amount must be paid 30 days before the arrival date. Please indicate the booking period when paying.

The deposit, in the amount of 1500 euros, must also be paid 30 days before arrival. It will be refunded 15 days after your stay in case no damage is found.

In case of withdrawal 30 days before the arrival date:

- If the total amount of the reservation has been paid, you will get back 50% of the amount.
- If the amount of the reservation has not yet been paid, you are required to pay 50% of the amount.

Article 5: Key handover

The tenant will only dispose of the property after paying the full rent and the rental guarantee. The keys of the cottage will be given exclusively to the group leader and he will be responsible for them. A lump sum of € 100 will be deducted from the deposit in case of loss of the set of keys to cover the costs related to the replacement of the lock.

Article 6: Inventory of furniture and equipment

The inventory and inventory of furniture and various equipment will be available in the package provided for this purpose. On this occasion, the tenant will learn about the safety rules, the operation of the various appliances (dishwasher, oven, microwave, coffee machines, pasta cooker, washing machine and dryer).

The person in charge undertakes to make the inventory of the places of entry and exit, he must also inform the other guests of the directives to respect. Upon arrival, he is required to report any problems and inform the manager within 2 hours in order not to be held responsible at the end of the stay.

Before departure, he is required to report any damage caused during your stay so that the manager can make the necessary repairs before the arrival of the next tenants.

Before you leave, make sure you haven't forgotten anything. Any mail-back of forgotten clothes/items will be charged.

Article 7: Use of premises

The tenant must respect the peaceful character of the place and make use of it according to their destination. The cottage is located in the village, the sound volume inside and outside the building must be contained to respect the tranquility of the neighborhood. The tenant will himself ensure the control of the incidences born from the event or its rental near the lodging. In case of conflict and/or complaint, the manager reserves the right to call the police and exclude from the list the disturbing elements. No refund can be claimed.

Article 8: Bedding/towels

The cottage is rented with bedding (box springs and mattresses), duvets, sheets, pillowcases, pillows, all consistent with the inventory available. Beds will be made upon arrival. If you wish to change the sheets during the stay, a supplement will be asked and you will be required to change them by your own care.

Each mattress is equipped with a mattress pad and each pillow is equipped with a cover (in addition to the pillowcase), these will in any case be held in place at your departure.

Before your departure, all bed linen (except the mattress pad and pillow cover) must be removed and placed on the ground floor (in front of the elevator).

Towels, pool, sauna and dishes are not provided by the cottage. They will be brought by the tenant.

Article 9: Sleeping areas

No sleeping is allowed outside the rooms dedicated to sleep. Only the 17 rooms of the cottage are intended to accommodate the 50 beds provided. It is strictly forbidden to install any additional beds in the common areas such as landings, corridors, sas, reception room, living room, relaxation room/ bar or outside. Camping is prohibited in the grounds of the cottage.

If the manager finds during the rental period that the tenant was in violation of these rules, the manager reserves the right to interrupt the stay of the persons concerned by leaving the premises, without any penalty.

In case of loss, the criminal and civil consequences would be the sole responsibility of the tenant.

Article 10: Use of the kitchen

The kitchen of the lodging is considered a kitchen of collective catering, as such we ask you to respect the following provisions:

- Enter the kitchen only healthy and clean products.
- Store only food items in the kitchen.
- Use kitchen equipment and dishes only for food purposes.

- Follow the operating instructions displayed on each device.
- Do not leave the hood running unnecessarily and be sure to turn it off after each use.

Article 11: Sanitary facilities

Apart from toilet paper, nothing else should be thrown into the toilet bowl. Wipes of any kind (diapers, tampons, periodic towels, cotton swabs, etc.) must be placed in the bins provided and provided with bags beforehand. (Be sure to empty the garbage before you leave). Do not throw anything in the bathtubs, sinks or other drains. In case of malice, the responsibility of the tenant will be engaged.

Article 12: Furniture/ Equipment

Furniture (tables and chairs) located inside the cottage must not be taken outside. Garden furniture is provided for this purpose. High chairs for children are available on site.

Please do not move furniture and beds as this may cause unnecessary damage to the furniture and floor. We are entitled to charge you an additional fee if the furniture needs to be put back in its place or if it has caused damage.

The cottage is rented with kitchen equipment, dishes, glasses, cutlery: all in accordance with an inventory available.

Any equipment and/ or furniture degraded, broken or dysfunctional will have to be reported and the owner will make a deduction on the deposit corresponding to the amount of the new value of said equipment and/ or furniture.

Article 13: Garden furniture

Tables, chairs, umbrellas and outdoor deckchairs are at your disposal. Be sure to keep them neat and tidy where you found them.

Any equipment and/ or furniture degraded, broken or dysfunctional must be reported and the owner will make a deduction on the deposit corresponding to the amount of the new value of said equipment and/ or furniture.

Article 14: Sauna

The sauna is accessible for a capacity of 8 to 10 people and this from 10:00 to midnight. To maintain good hygiene in the wellness area, please take a shower before each moment of relaxation and sit on a towel inside the sauna. It is forbidden to consume drinks and food in the sauna. After use, be sure not to forget to turn it off.

Article 15: Swimming pool

The pool is open from May to the end of September. Access hours are from 10:00 to 20:00. The shutter closes automatically at 20:00. It will not be possible to change the opening or closing time.

- Liability: it is strictly forbidden to walk on the shutter of the pool when it is closed. Any user is liable for damages caused by himself.
- Hygiene: take a shower before accessing the pool. Do not get oil or sunscreen just before entering the pool. Do not eat, cook or drink in or near the pool.
- Pool games: inflatable mattresses, masks, goggles, fins are allowed. Decent and proper attire is required.
- Safety: the water area is not supervised. The swimming pool is forbidden to unaccompanied children under 12 years. Every child is under the responsibility of his parents. It is forbidden to throw stones, pieces of wood or any blunt object likely to hurt someone.
- Nuisance: the use of noisy devices may be prohibited if it bothers the neighborhood.
- Cleaning: the cleaning of the pool, the filter is done by the manager, the small dirt on the surface can be picked up with the net provided for this purpose by the tenant.

- depth: 1.40 m

Article 16: Games room

Billiards and table football must remain inside the building.

Article 17: Barbecue

The use of the barbecue is the responsibility of the tenant. Charcoal is not provided. It is mandatory to use only charcoal. Be sure to empty the barbecue in the metal bin at your disposal and clean it and the grills at the end of the stay.

Article 18: Wood stove

The use of the wood stove, located on the 2nd floor, in the bar/ relaxation room, is the responsibility of the tenant. Wood is provided per bag of logs. The number of bags consumed will be 2 per evening maximum, the supplement will be charged. If you do not know how to use it, ask the manager for help, who will tell you how to proceed.

Article 19: Safety standards

The lodging is subject to the standards and regulations applicable to institutions receiving the public. You are required to respect the capacity of the cottage; reception room: 50 people and accommodation: 50 beds. It is forbidden to exceed the maximum number of occupants. If this should happen, you must ask the owner for permission and a supplement of 50 euros per person per night will be required.

The distribution of beds in the rooms should not be changed.

Emergency exits shall be kept clear.

No extra heaters should be added in bedrooms, bathrooms and the entire building. In addition, the windows must remain swinging for your safety.

Article 20: Fire safety

The list is equipped with a fire detection system that triggers an alarm in the presence of smoke or abnormally high temperature. This device must not be taken out of service by any means whatsoever. The use of manual triggers in the common areas without valid reasons triggers the audible alarm and therefore the immediate evacuation of the premises. Fire extinguishers are distributed on each level, any equipment struck and used outside the fire procedure will be the subject of a report. The costs of return to service will be borne by the tenant. In addition, if the fire alarm is activated incorrectly, the tenant will be charged (examples: cigarette smoke, use of push button, etc.).

Fire alarm procedure:

1. Evacuate the gîte immediately (see evacuation plan posted on the premises).
2. Call the manager at 0477/95.23.75.
3. Regroup outside.
4. Make sure everyone is out.
5. Use fire extinguishers that are available in the gîte.

Practical notes:

- Sparkling candles, mini-fireworks for cakes and smoke for dancing evenings regularly triggering sirens and therefore can not be used. Candles can be lit without any problems.
- The safety instructions and emergency numbers are affixed to the instructions in the entrance hall and the rooms (100 and 112 ambulance and firefighters, 101 for the police).

Article 21: Cigarettes/Drugs

In accordance with the regulations, it is strictly forbidden to smoke inside the house. Also, please use the ashtrays provided outside and on the terrace. Remember to empty them before your departure.

It is strictly forbidden to throw butts in the gravel or in the parking lot.

It is strictly forbidden to use drugs inside or outside the house. The presence of illicit products will lead to the automatic exclusion of the lodging.

Article 22: Animals

Pets are allowed, please report it accurately by email before the start of the rental. They are allowed inside, as outside the lodging under the responsibility of their master. Make sure they do not climb on beds or armchairs. Any droppings must be collected (inside and outside). If damage is noticed by the latter, the deposit will not be fully returned to you.

Article 23: Noise pollution

The cottage is located in a quiet village. Its inhabitants ensure their tranquility. You agree to behave in a manner that is respectful of the people. Outside music is completely **PROHIBITED**. From 22:00, reduce the decibels inside. Be sure to close the doors and windows.

Fireworks and other rockets and firecrackers are prohibited (even at the holidays).

In case of complaint from the neighborhood or a police raid, the owner gives himself the right to make you leave the premises on the field without any warning, the rental and the deposit will not be refunded.

Article 24: Sound system

The use of SONO must be done exclusively in the reception room. The equipment used must meet the standards in force and comply during the evening with the legislation on decibels (sonos outside, boomers, subwoofers are prohibited). Any violation of the standards may authorize the manager to stop the evening and the criminal and civil consequences are the sole responsibility of the tenant.

The noise level must not exceed:

- 5 dB(A) the background noise level, when it is less than 30 dB(A)
- 35 dB(A) when the background noise level is between 30 and 35 dB(A)
- Background noise level when it is above 35 dB(A)
(Article 3 of the Royal Decree of 22/02/77 setting the acoustic standards for music in public and private institutions)

Article 25: Decoration

The tenant can decorate only the interior of the reception room. No fixing in the walls by means of nails, screws, tacks, adhesive tape, tacking gum (Patafix style) is allowed.

Article 26: Household

You must take certain steps before your departure.

In the kitchen:

- Clean kitchen equipment.
- Clean and store dishes.
- Clean and empty the dishwasher.
- Empty the fridges.
- Empty the oil from the fryer (and only in the barrel provided for this purpose).
- Clean and turn off cooking appliances and oven.
- Clean stainless steel tables, worktops.
- Store equipment in the kitchen (see shelf labelling).
- Empty the bins and bottles consumed in the containers provided for this purpose.

In the reception room and lounge:

- Remove the decorations you would have placed yourself, as well as the fastening wires. Collect all garbage inside (disposable dishes, papers, decorations, balloons, etc.).
- Put the chairs on the tables and brush the floor.

Outdoors:

- Empty the ashtrays and barbecue in the metal bin at your disposal.
- Remove signs, balloons or decorations placed on the path and around.
- Put the chairs on the tables and sweep the terrace, collect papers, butts, balloons and other rubbish nearby.

Note: Do not dispose of ecotoxic cleaning products (such as bleach), food scraps, or grease in toilets or drains to prevent clogging.

Article 27: Household waste

The trash can is located at the back and made available for waste. The bins of the bedrooms, bathrooms, toilets and kitchen must be emptied by you before your departure.

Article 28: Heating/Electricity/Water

Included in the rental price. Nevertheless, any abuse of energy will be claimed in case of non-compliance. In the reception room, the lounge and the bedrooms, the bulbs are LED. To save heating, do not leave doors and windows open for too long. Do not leave the hood running unnecessarily because it consumes a lot of energy and heating. Please do not let the water run unnecessarily. Remember to turn off or turn down the heating in case of absence. It is mandatory to turn off the stove, oven, light, television when you leave your holiday home.

Article 29: Failure or malfunction

In case of breakdown, please contact the manager present during the rental period of the cottage. It will decide how to proceed and will do its best to remedy the situation as soon as possible. You may not, under any circumstances, seek reimbursement for repairs or repairs that you have taken alone.

Article 30: Car park

Cars can park in the outdoor car park provided for this purpose.

A driveway at the back of the cottage is accessible to drop people with reduced mobility. This access is also provided for the unloading of goods but no vehicle is allowed to remain parked there, nor in the aisle.

Article 31: Insurance

The cottage is insured by its owner under civil liability and fire. The owner declines all responsibility in case of theft (the cottage is not provided with safe) and/ or damage to the property of the tenant and its guests, including vehicles parked in the outdoor parking.

Article 32: Accidents

Children's supervision: Children are under the responsibility of their parents, both inside the cottage and outside including the garden and pool. The owner/manager cannot be held responsible for accidents or damages that may occur in the gîte (stairwell, elevator and bunk beds), in the parking lot or in access or exit manoeuvres.

Article 33: Prohibitions

- Block the elevator.
- Enter the concierge garden.
- Damage nature and plantations.
- Take the indoor and outdoor equipment (tables, chairs, benches, etc.) outside the cottage
- . Bring a bouncy castle, a tent, etc. without having made the extraordinary request.

Article 34: Disputes

The owner reserves the absolute right to terminate without notice or compensation, any reservation whose subject or cause is incompatible with the destination of the place. The owner is exempt from any liability in the partial or total execution of his commitment resulting from a fortuitous event due to a third party or a fact of force majeure (bad weather, natural disasters, fire, water damage, other disasters or serious bans, attacks, administrative closure...). Any complaint relating to a duly substantiated stay must be addressed to the owner.

We wish you a great holiday!

