

GENERAL TERMS AND CONDITIONS OF SALE

In accordance with Article L.121-19 of the French Consumer Code and Article L.441-6 of the French Commercial Code, the following General Terms and Conditions of Sale apply.

1 – Seller Identification

Les Salamandres Guest House – SARL Le Camion Gourmand
Address: 1 rue de St Dyé, 41350 Montlivault, France
Email: les.salamandres41350@gmail.com
Website: <https://www.chambre-hotes-chambord.fr/>
Mobile phone: +33 6 68 26 35 14
SIREN number (French company registration number): 453194011
These General Terms and Conditions of Sale were drawn up on 27 January 2026.

2 – Prices

All prices displayed in our promotional materials are in euros (€), inclusive of all taxes (VAT included). Prices may be changed at any time.

3 – Types of Services Covered by These Terms

Les Salamandres Guest House offers five guest rooms, accommodating between 1 and 5 people per room.

Breakfast is included in the room rate. In keeping with the French guest house tradition, a traditional French breakfast is served at the table.

A table d'hôtes (shared evening meal hosted by the owners) is available on certain evenings, by prior reservation, for a minimum of 4 people.

A hot or cold catered dinner, or a packed picnic lunch, may also be ordered, provided that the reservation is made no later than the day before.

4 – Confirmation of Reservation by Payment of a Deposit

A reservation is confirmed once a deposit has been paid.

The deposit amounts to 10% of the room price. Upon receipt of the deposit, the seller will confirm the reservation.

5 – Cancellation Policy

The following cancellation conditions apply when a reservation is cancelled by the customer:

- 8 days or more before arrival: The deposit will be refunded in full, less any bank fees incurred in processing the deposit paid online by credit card through the secure Oneshotpay payment system.
- Between 3 and 7 days before arrival, inclusive: The entire deposit will be retained.
- Less than 3 days before arrival: The full cost of the stay becomes payable by bank transfer within 48 hours. The seller will provide the customer with the relevant bank account details (RIB).

The seller reserves the right to cancel a reservation for legitimate reasons, including severe weather events, health issues or essential building works on the premises.

In such cases, the seller will endeavour to offer the customer an alternative arrangement at the same price. The customer is free to accept or decline the proposed alternative. If the customer declines, the deposit paid will be refunded in full.

6 – Accepted Payment Methods

Payment of deposits

The following payment methods are accepted for deposits:

- Bank transfer to the seller's Crédit Agricole bank account:

Account holder: SARL LE CAMION GOURMAND

IBAN: FR76 1480 6000 3672 0098 0110 488

BIC/SWIFT: AGRIFRPP848

- Online payment through the secure Oneshotpay payment system.
- Cash.

Payment of the remaining balance

The following payment methods are accepted for the remaining balance:

- Cash in euros.
- Credit or debit card.

The remaining balance must be paid on the premises no later than the day of departure.

7 – Additional Conditions

Check-in and check-out

Check-in is available between 4:30 pm and 7:30 pm. Earlier or later arrival times may be arranged with the seller's prior agreement.

Check-out must take place between 8:00 am and 10:30 am.

Meals and catering services

Dinners served as part of the table d'hôtes, catered dinners, cold platters and picnic baskets must be paid for in cash on the premises.

Tourist tax

Tourist tax is payable by guests aged 18 and over. It must be paid in cash on the premises.

Pets

Pets are permitted only in the Le Pressoir room and subject to the seller's prior approval.

An additional charge of €15 per night applies.

Pets must not be left alone in the room or allowed on the beds. They must sleep on a mat or in a basket provided by their owner. They must be kept on a lead in communal areas and taken outside the property boundaries to relieve themselves.

Smoking policy

Smoking is prohibited inside all buildings. A designated smoking area is available outside.

Meals in guest rooms

Eating meals in the guest rooms is not permitted.

Noise and quiet hours

Guests must respect quiet hours throughout the guest house between 10:00 pm and 9:00 am. Failure to comply may result in the guest being required to leave the premises.

Parking

Parking is available for guests.

For arrivals after 10:00 pm, vehicles will not be permitted inside the property, in order to preserve the peace and quiet of other guests and ensure their safety.

8 – Communications and Email Updates

The customer agrees to receive one or two informational emails per year from the seller.

The customer may unsubscribe at any time by using the unsubscribe link provided in the email.

All personal data collected by the seller will remain strictly confidential and will never be shared with third parties.