



Maison de Lunel Terms & Conditions

Set out below are the Terms and Conditions that will apply to your booking. Please read them carefully as you will be bound by them.

By placing a booking with **Maison de Lunel**, also referred to as **SCI Beckley Estates**, you (the lead guest) and your booking party (guests) agree to the following Terms and Conditions as set-out. During your stay you agree to abide by the subsequent conditions as set-out.

By completing an on-line reservation/booking and accepting these Terms and Conditions, or by placing your booking over the telephone, mobile messaging, or by email, or by making payment against an invoice from us, you accept these Terms and Conditions as a binding contract between **Maison de Lunel / SCI BECKLEY ESTATES** on behalf of yourself and any other members of your booking.

Please do not hesitate to contact us if you have any questions, or would like further clarity before making a booking.

COVID 19 POLICY

The health and wellbeing of our guests and team is our absolute priority and we remain committed to providing the highest standards of service, cleanliness and hygiene. In addition to our standard terms and conditions we have added an extra section herein defining our COVID Policy.

BOOKING CONFIRMATION

A written / emailed confirmation sent to you by Maison de Lunel means that we have accepted your booking.

EMAIL ADDRESS & TELEPHONE

It is essential that we have a valid email address for you. Please advise us if you change your email address as our primary form of communication is by email. Once your booking has been made and we have received your deposit, all further correspondence is by email. We will also email you all of the information that you'll need for the retreat and our location details.

TERMS OF BOOKING

- To place a booking with us, the lead guest must be at least 18 years of age when making the booking.
- The maximum number of staying guests per room is two, unless specifically agreed before confirmation of your booking.
- Where the person making the booking is different to the lead guest taking up the occupation, the person making the booking may be held responsible for cancellation, non-arrival and damages as set-out within.
- Only the lead guest and the named booking party are allowed to use the property and its facilities, any third-party visitors are only allowed access at our express permission.



PAYMENT

- For bookings made within 90 days of the retreat start date, full payment is required.
- Payments can be made by BACS digital bank transfer or by credit card. Any charges raised against us by our banks for handling dishonoured cheque's, bank transfers or any other payments, must be reimbursed by the lead guest within seven (7) days of any request to do so.
- A booking is accepted and becomes definite once you make a payment and we send you a confirmation email.

PAYMENT PLANS

We do offer a payment plan for bookings placed more than 90 days before the start date of the retreat.

- We require an initial non-refundable deposit payment of 50% (see below for cancellation policy), to secure your booking.
- The remaining balance can be paid in one further instalment.
- Please note that your place on the retreat is not booked until full payment has been submitted and cleared.
- Final payment must be received at least 90 days in advance of your stay, unless otherwise specified.
- Please note that any late payments may incur additional fees.
- Clients whose balances are not received by the 90-day deadline, risk forfeiting their booking.
- We will try and contact you via email and telephone, but if we have not received any written communication from you and the balance payment has still not been received by this stage, your booking may be cancelled and any deposits paid will not be refunded.

CANCELLATION, REFUND POLICY & NON-ARRIVAL CONDITIONS

Guest who need to cancel a booking should contact us as soon as possible.

Once your booking is confirmed, you have a full 24hrs to cancel and obtain a full refund.

All cancellations must be received in writing.

Please refer to our COVID 19 CANCELLATION POLICY on page 9

If for whatever reason you need to cancel your retreat place after you have booked with us, the following refund policy will apply:

- 90 days prior to start day of the booked retreat - a full refund minus 5% admin charge
- Between 89-60 days prior to the start date of the booked retreat - 50% refund will be provided
- Between 59-30 days prior to the start date of the booked retreat - 30% refund will be provided
- 29-0 days prior to the start date of the booked retreat - no refund will be provided
- In the extremely unlikely event that we need to cancel your booking, please be aware that we cannot be held liable for circumstances beyond our control and that our liability to you is limited to the refund of any payments already made.
- We reserve the right to cancel retreats with inadequate participant interest, in which case all money paid to Maison de Lunel will be refunded. Notification of cancellation will occur at least 30 days prior to retreat start date.

NON-ARRIVAL

- Guests who are unable to attend or who fail to attend for whatever reason forfeit their deposit and the full amount of the booking will be due.
- No refund will be given should the guest wish to leave the retreat prematurely or failure to arrive at the retreat for any reason.
- All guests agree to respect the privacy and peace of all other staying guests, neighbours and the owners at all times.
- We reserve the right to cancel a booking with immediate effect if guests are not honouring this agreement or causing a disturbance / nuisance to other guests, neighbours or the owners.

CHANGING / AMENDING YOUR RETREAT DATE

If you wish to change your retreat dates more than 60 days before the start date of your booked week, this is possible, subject to availability. There will be a €75 administration charge per booking per change plus any difference in the rate of the new booking (if applicable). If you are looking to change weeks less than 60 days before the start date of your booked week, the above cancellation policy will apply.



YOUR PERSONAL DETAILS & PRIVACY

We are required to keep a register of guests over the age of 16 who stay with us, this includes full names and nationality, and/or passport numbers, place of issue, details of next destination if they are non-British, Irish or Commonwealth guests. This is in accordance with the (Immigration (Hotel records) Order 1972). These records are kept for a minimum of 12 months and in accordance with the DPA (Data Protection Act 1998) and the GDPR (General Data Protection Regulation).

You accept that any entries you make to an on-site guest book, if available, will not contain personal information or details you would not want disclosed. Any entries containing personal details that may fall into the DPA and GDPR may be removed and destroyed.

INSURANCE

Upon receiving confirmation of booking, we highly recommend guests take adequate travel/holiday insurance to cover themselves in case of any eventuality. This should be purchased independently as it is not included in the retreat price.

Maison de Lunel cannot be held responsible for any personal expenses (e.g. airline tickets, train tickets) due to changes in itineraries or retreat cancellations.

COVID 19 POLICY

Given the dynamic nature of the Coronavirus situation, if the guest is unable to travel to France at the time of the retreat, or there are quarantine requirements placed on the return to their home country, Maison de Lunel will offer a full refund of the retreat costs. Please see our COVID Policy on page 9

Please note that Maison de Lunel cannot be held responsible for any personal expenses (e.g. travel related costs, airline tickets, train tickets etc.) due to changes in the government coronavirus travel advice

PAYMENTS AT MAISON DE LUNEL

Please note that payment for items at the retreat; such as additional massage treatments and items purchased from the boutique / brocante can only be paid for by cash or debit/credit card or in Euros. (We do not accept American Express.)

CHECK-IN & CHECK-OUT – 7 DAY RETREAT

Guests may check-in and check-out by the times stated below;

- Check-in is available from: 15:00 on day of arrival (Saturday)
- Check-out by: 10:00 on day of departure (Saturday)

FLIGHTS AND TRANSFERS

- Flights must be booked independently, following confirmation of your retreat booking
- We provide group transfers between Bergerac and Toulouse airports to Maison de Lunel
- Transfers prices vary according to the airport that you fly into.
- If you decide to book your transfers through Maison de Lunel, we will require your flight details at least 7 days before your retreat start date.

PARKING

Secure on-site parking is available, however guests accept that they park their vehicles at their own risk.



HEALTH RESTRICTIONS

If you are currently pregnant, or under medical or psychiatric supervision, we require you to provide a Doctor's certificate confirming your fitness to travel and take part in the retreat as well as notifying Maison de Lunel in advance.

Please note that Maison de Lunel is a leisure retreat and not suitable for those with emotional issues, seeking counselling or rehabilitation therapy, as our team are not professionally qualified in these areas.

Our team are not medically trained and as such cannot offer any specific medical advice whilst at the retreat.

Please note: We provide a standard, natural juice plan for all guests and do not offer bespoke or tailored juice programmes.

We are able to cater for allergies and intolerances by omitting certain ingredients from recipes, but please be aware that if guests have extensive allergies, juice combinations may be limited as a result and we do need to know as soon as possible ahead of the stay.

All health issues, including allergies MUST be disclosed at the time of booking and/or prior to your stay.

Maison de Lunel is not suitable for children under the age of 16 years or for people with disabilities that cannot take care or responsibility for themselves as we do not have the resources or expertise.

We have eight en-suite bedrooms with wheelchair access – the yoga studio and salon; swimming pool area and outdoor terrace are also wheelchair accessible. There are some uneven areas of terrain, but will do our utmost to ensure guests in wheelchairs can use all the facilities.

Please do contact us if you have any specific questions regarding accessibility.

DAMAGES & LOST PROPERTY

We reserve the right to charge the lead guest for any damages caused through the course of a booking by any member of the booking party.

If you remove property from the room; or damage your room; or any of the property within your room we will automatically deduct the cost of repairing / replacing / redecorating from your registered card. This includes breakages, spillages, stains, damage to furniture or fixtures and fittings.

Any accidental damages should be reported as soon as possible in order to minimise damage and associated costs.

Lost keys and fobs will incur a replacement charge per key and fob.

Any lost property, if discovered and found, left behind by guests during a stay will be held for a period of 90 days. While we will make our best efforts to reunite lost property with their owners we accept no responsibility in replacing lost items and encourage guests to ensure they have all their belonging before checking-out. We may offer to post lost items via recorded delivery at the cost of the property owner, otherwise collection can be arranged.



SUNTAN CREAMS & LOTIONS

We kindly request that guests refrain from using bronzing style suntan creams and lotions – they are particularly damaging to the swimming pool and can have a detrimental effect on the biological fosse septic system in place at Maison de Lunel.

COMMENTS & COMPLAINTS

If you feel unwell, or are not happy with the retreat for any reason, please do let us know immediately and we will endeavour to take whatever action is required. Please bear in mind that any claims may be rejected if we are not given the opportunity to put matters right during your stay.

WIFI FAIR & APPROPRIATE USAGE POLICY

- Guests accept to use the access to the Internet fairly and appropriately. We may monitor network performance and usage in order to maintain a fair and high level of service to all our guests.
- The Internet access provided is intended for general use such as access to the world wide web, email, messaging, social media, light video / music / media streaming.
- It is not intended or ideally suited for heavy media streaming, online gaming, extensive downloads / uploads.
- Access to illegal activity or use of our network for illegal activity is prohibited and will be reported to local authorities.

SMOKING & ALCOHOL RESTRICTIONS

Maison de Lunel is a smoke free and alcohol-free retreat.

- Smoking of any tobacco products including, but not limited to cigarettes, pipes, cigars, snuff or chewing tobacco, is only allowed in the designated smoking area at the end of the driveway where any cigarette butts should be disposed of in the bin provided.
- Anyone found inebriated or smoking in the property may be asked to leave the retreat and no refund shall be given.
- Any alcohol found on the premises will be confiscated and given back when the guest leaves.
- No recreational drugs may be brought to the retreat, any guests found intoxicated or under the influence of recreational drugs will be asked to leave the retreat (no refund shall be given).

You are not permitted to bring or consume alcohol or drugs at Maison de Lunel and if you are found to be under the influence of such whilst at the retreat, you will be asked to leave with immediate effect. You will not receive a refund for the remaining of your retreat stay and you will need to arrange and pay for your onward travel and alternative accommodation.

If you are abusive or threatening verbally or physically at any time during your retreat stay, you will be asked to leave the retreat with immediate effect. You will not receive a refund for the remaining of your retreat stay and you will need to arrange and pay for your onward travel and alternative accommodation.

PHOTOGRAPHY

In the course of participation in the retreat, photos / video may be taken by participants, or Maison de Lunel representatives. These images may be used in various marketing materials, e.g. brochures, website, social media etc. Unless you specifically request that we do not use any material in which your image is depicted, you agree to allow us the perpetual, royalty-free, worldwide, irrevocable license to use such images for publicity and promotional purposes.



TEAM MEMBERS, CLASS & ACTIVITY SCHEDULES, EXCLUSIONS:

Maison de Lunel and our partners reserve the right to alter retreat programs and itineraries.

Due to, but not limited to following factors, some amenities may be temporarily unavailable:

weather, road conditions, local circumstances or events, which may include mechanical breakdown, flight cancellations, illness, strikes, political disputes, and other unforeseeable factors.

Very occasionally, we may have to vary the scheduled programme due to staff sickness or other unforeseen problems, in which case we will always endeavour to provide an equivalent replacement. However, this may not always be possible e.g. if one of our instructors becomes ill during the retreat, we may not be able to find a replacement and those particular classes may be cancelled. This is extremely unlikely, but it could happen. The same applies to any of the activities. Naturally, we will always do our level best to make sure all activities go ahead if possible.

In the event of one of the team members becoming injured, ill or there is an emergency situation that forces them to leave the retreat, then this may impact on the retreat programme, and the yoga, fitness classes or manager talks may have to be cancelled.

We will do whatever we can reduce the impact this may have on the guests' retreat experience, however we may not be able to get a substitute team member in place. The retreat will continue to run, however things may need to be adjusted to reflect the team situation. There will be no refunds or compensation to reflect the change in team situation.

In the event that a guest elects to not participate in any part of the retreat itinerary the guest is not entitled to any refund.

Maison de Lunel will not accept liability for:

- Any of the above events, or others beyond our control.
- Loss, injury, or damage (to you) or your personal property.
- Physical, medical or psychiatric conditions developing during or after your retreat.

Please check that your holiday insurance policy covers these and other contingencies.

AGENTS

Maison de Lunel and all persons involved with our retreats (herein after referred to as "AGENTS") act only in the capacity as AGENTS for the participant in all matters connected with travel, sight-seeing journeys and transportation, and as AGENTS hold themselves free of responsibility for any damage occasioned by any cause.

AGENTS will not be responsible for any damages or expenses or inconveniences caused by late departures or change of schedule, strikes or to their conditions, nor will be responsible for loss or damage to baggage or any of the participant's belongings.

All prices quoted are correct at time of printing, include the cost of operation of the journeys, and are subject to currency changes. AGENTS shall not be responsible for personal injury, death, accident, delay, loss, damage, irregularity or property damage as a result of force majeure or for any other losses or damages incurred by any person or journey participants caused by any delay or change of itinerary or arising out of any act, including, but not limited to, any act of negligence, any person acting for or on behalf of AGENTS for transportation, accommodation or sight-seeing provider or any other person or entity rendering any of these services or accommodations being offered in connection with this journey.



This agreement supersedes all previous oral or written communications, representations or agreements between the parties. Guests/Participants assume the risk involved when participating in a yoga, fitness and wellbeing retreat, foreign travel and all activities and/or pursuits voluntarily undertaken while participating in the retreat.

Guests/Participants agree that any and all disputes between Guests/Participants and Maison de Lunel / SCI Beckley Estates shall be governed by English law. Participants agree to mediate any and all disputes prior to the institution of any litigation. In the event of any litigation between the Parties to this agreement involving their respective rights or obligations, such litigation shall take place in England and the prevailing party shall be entitled to recovery of reasonable solicitors/lawyers' fees and court costs of litigation. In regard to the stay during residential retreats in France, AGENTS will provide safe, careful instruction and safe premises, but ask that each participant to take personal responsibility for their own self-care and (in the unlikely case) for any injuries incurred during a course.

Modifications are given to Guests/Participants with specific needs. If Guests/Participants are unsure of their physical ability due to previous injuries, they should seek the advice of a registered healthcare practitioner beforehand.

YOUR HEALTH, FITNESS AND WELLBEING

Many health benefits are associated with regular exercise, juice cleansing and therapy treatments. However, a small number of people should not participate in certain activities and should seek medical advice. In case of any doubt please consult a doctor before commencing physical activity / starting a juice cleanse / or receiving a treatment.

Our retreats should not be overly strenuous for people who are healthy and reasonably fit. If your health or fitness changes between the time of booking and the trip departure date, you must notify us info@maisondelunel.com of these changes before the retreat starts.

ASSUMPTION OF RISK

By agreeing to these terms and conditions, I/we state that I/we wish to participate in the juice cleanse and all the activities, which could include but are not limited to: yoga, pilates, aerobic & resistance exercise, walking, running, cycling, swimming and therapy treatments such as massage.

I/we realise that my/our participation involves the risk of injury and even the possibility of death. Furthermore, I/we confirm that I/we are voluntarily engaging in an acceptable level of exercise and Maison de Lunel and SCI Beckley Estates are not responsible for any injuries or losses incurred whilst at the retreat, after the retreat or during the transfer.

If I/we suffer with any health conditions, including but not limited to the following:

*Bone or joint or back problem/pain; high or low blood pressure; surgery or recent injury;
Diabetes or any other metabolic disease; raised cholesterol; heart condition; cancer; pains
in the chest when participating in physical exercise; unusual shortness of breath at rest or with
mild exertion; pregnant; spells of severe dizziness or have lost consciousness; epilepsy; angina.*

I/we confirm that I/we have either consulted with a doctor before participating in physical activity / a juice cleanse detox / receiving treatment or I/we am accepting full responsibility for my/our own health and I/we acknowledge the risk involved.



This contract is entered into under the laws of the United Kingdom and in agreeing to these terms and condition you are doing so on behalf of yourself and any other parties included in your booking.

Name:_____

Signature:_____

Date:_____

***Thank you for choosing to book with Maison de Lunel,
We very much look forward to welcoming you on retreat.***





KEEPING YOU SAFE & HAPPY COVID 19 POLICY (Spring / Summer 2023)

The wellbeing and safety of our retreat guests and our team is always our top priority. We want to reassure you that we are working to ensure hygiene and sanitation standards are in line with the latest health protocols, and that high touchpoints at Maison de Lunel will be regularly sanitised. We really appreciate your ongoing patience and flexibility as we navigate our way through phase of travel. If you have any further concerns please do not hesitate to contact us to discuss further.

GUEST ROOMS

- All guest rooms and public areas will be fully aired and sanitised before arrival
- As is standard procedure all of the public areas, guest bedrooms and linen are steam cleaned before arrival.
- The Maison de Lunel team will refresh guest rooms each day - if you do not wish the house-keeping team to enter / refresh your room we fully respect this

SANITISER

- NOBLE ISLE sanitiser will be available for use in the communal areas.
- This is lightly fragranced alcohol-based hand sanitiser with 75% alcohol to remove harmful germs and bacteria. It has been enriched with cleansing extracts to leave hands feeling clean and fresh. Kills 99% of germs. As with all Noble Isle products, the Hand Sanitisers are vegan, paraben-free, SLS-free, gluten-free and cruelty-free.

FACILITIES, CLASSES & TREATMENTS

- We will be implementing the strict cleaning and sanitizing regime throughout the property over the course of the retreat
- There will be daily yoga, walking and demonstrations / workshops
- All guests will be given their own yoga mat, bolster and blocks, to use for the duration of the retreat and given that there will be a maximum 10 guests, there is at least 1-2 metres between mats and places
- You will be asked to use your own bathroom if you wish to shower before / after going for a treatment. Our massage therapist will be following a clear hygiene protocol and the treatment room will be cleaned thoroughly between sessions.

COVID 19 CANCELLATION POLICY

- Please make yourself aware of the current requirements to travel to France from your departure country
- If you are unable to travel to the retreat due to changes in government legislation and / or COVID-19 restrictions that are imposed after the time of your booking; or we have to cancel the retreat due to changes in government legislation and / or COVID 19 restrictions, we will offer a FULL refund of any payments made to MAISON DE LUNEL / SCI BECKLEY ESTATES
- We will offer full refund in the event of the French government introducing measures such that the retreat cannot be held.
- We will offer to rearrange / rebook / transfer the retreat if either France or your country of origin introduce quarantine measures on arrival in France.
- We do recommend that all guests take out travel insurance that covers you for medical costs and repatriation including Covid-19 cover. e.g. you are unable to travel due to sickness and/or isolation due to the Coronavirus outbreak

As and when the government guidance changes then our Coronavirus Guarantee guidelines will change to reflect this.
All other booking terms and conditions remain unchanged.

Our COVID 19 Policy will stay current in line with government advice, guidelines and any legal obligations.