

Terms and Conditions & Privacy Policy – La Petite Stella

Last update: November 2025

Applicable to all bookings and stays at La Petite Stella, 2 Les Oiseaux, F-88370 Plombières-les-Bains, France.

Article 1 – Definitions

In these general terms and conditions, the following terms shall have the following meanings:

- Host: the owner or operator of the holiday accommodation, trading under the name La Petite Stella, established in France, responsible for the management, maintenance and rental of the holiday homes.
- Guest: the natural person (tenant) who enters into an agreement with the Landlord for the temporary use of a holiday home.
- Agreement: the rental agreement concluded between the Host and the Guest upon confirmation of a booking.
- Accommodation: the rented holiday home(s) in France, including associated facilities and grounds.
- Dog(s): the pets brought by the Guest, which stay on the grounds under his/her responsibility.
- Parties: Host and Guest jointly.

Article 2 – Reservation and payment

2.1 A reservation is final once it has been confirmed in writing or by email by the Host.

2.2 For reservations made more than 30 days prior to arrival, the following applies:

- a. 50% of the rental price will be invoiced upon reservation;
- b. the remaining 50% will be invoiced 30 days prior to arrival.

2.3 For reservations made 30 days or less before arrival, 100% of the rental price will be invoiced immediately.

2.4 In the event of late payment, the Host may cancel the reservation without refunding any amounts already paid, unless otherwise agreed in writing.

Article 3 – Cancellation

3.1 Cancellation must be notified in writing or by email.

3.2 In the event of cancellation by the Guest:

- a. more than 30 days prior to arrival: 50% of the rental price is due;
- b. 30 days or less prior to arrival: 100% of the rental price is due.

3.3 In the event of cancellation by the Host, 100% of the amount paid will be refunded.

3.4 The Guest is advised to take out travel or cancellation insurance that covers personal circumstances.

Article 4 – Force majeure

4.1 Force majeure is understood to mean, in accordance with Article 1218 of the French Civil Code (Code civil), any event that:

- a. is beyond the control of the parties;
- b. could not reasonably have been foreseen at the time of conclusion of the agreement; and
- c. the consequences of which could not have been avoided by taking appropriate measures.

4.2 Force majeure includes, but is not limited to: natural disasters (fire, storm, flood, earthquake), pandemics or epidemics, war, civil unrest, strikes, blockades, government measures (travel or rental bans), serious damage to the accommodation or prolonged interruption of utilities beyond the control of the Host.

4.3 If force majeure occurs before the start of the accommodation, making it reasonably impossible to perform the agreement, performance will be suspended.

If the impediment lasts longer than seven (7) days or makes the accommodation actually impossible, the agreement may be terminated in writing by the affected party without compensation.

4.4 In the event of termination due to force majeure:

- a. if the stay is objectively impossible (e.g. travel ban, natural disaster, pandemic), 100% of the amounts already paid will be refunded within fourteen (14) days of termination;
- b. if partial performance remains possible (e.g. change of dates or replacement stay), the Parties will consult in good faith to find a suitable solution.

4.5 In cases of personal force majeure on the part of the Guest (such as illness, accident, death of a close family member), the Host will act reasonably and, if possible, offer a partial refund or rescheduling. This is a gesture of goodwill, not an obligation.

4.6 The party invoking force majeure shall immediately inform the other party in writing of the nature, extent and probable duration of the impediment.

4.7 Neither party shall be liable for damage, costs or losses resulting from non-performance due to force majeure. The Host is not obliged to compensate for additional damage or alternative accommodation.

Article 5 – Arrival and departure

- Arrival from 4 p.m.
- Departure no later than 10 a.m.
- Earlier arrival or later departure is possible in consultation and depending on availability.

Article 6 – Cleaning and handover

No cleaning costs will be charged if the accommodation is left tidy.

Before departure, the Guest is requested to:

- vacuum the floors;
- dispose of waste separately in the correct bins;
- leave the dishes clean and put away;
- return furniture to its original place;
- place rented linen in the laundry basket.

Additional cleaning or damage may be deducted from the deposit or invoiced separately.

Article 7 – Linen

Linen is not included and can be rented optionally:

- Bed linen: €11 per person.
- Towel and kitchen set: €17 per set.

Article 8 – Heating, electricity and water consumption

- Normal use of heating, electricity and water is included in the rental price.
- Guests are asked to use energy and water sparingly.

- In the event of clearly excessive consumption (e.g. structural overuse of wood, unnecessary energy consumption or waste of water), the Host may charge reasonable additional costs.
- Extra wood above one cubic metre (= a stack of 1 x 1 x 1 metre) per week may be charged at market price.
- The Host will always consult with the Guest before charging additional costs.
- Charging of electric vehicles on the home network upon request

Article 9 – Number of guests

- The number of guests may not exceed the number stated in the reservation. The standard amounts stated on our website are based on a stay by two people and their dogs.
- Additional persons must be registered in advance (€15 per person per night).

Article 10 – Dogs

The holiday homes are equipped for guests with dogs.

Health: dogs must be vaccinated against rabies and free of infectious diseases.

Behaviour: only sociable, obedient dogs are allowed; bitches in heat only after consultation.

Rules:

- Outside the private grounds belonging to the rented cottage Boris, dogs must be kept on a leash.
- Dog faeces must be cleaned up immediately (bags are provided).
- Dogs are allowed on sofas and beds, provided they are clean and dry, with the use of blankets or covers.
- No excessive barking or nuisance to others.

Fencing: the Guest is responsible for any escapes or damage caused by the dog.

Liability:

- The Guest is fully liable for damage or injury caused by his/her dogs.

- Damage must be reported immediately and compensated in consultation.
- The Host is not liable for injury, loss or death of animals, nor for damage to vehicles or personal property of the Guest.

Article 11 – Behaviour and peace and quiet

- Guests respect the peace and quiet, nature and privacy of others.
- Parties, fireworks and loud music are not permitted.
- In the event of serious nuisance, the stay may be terminated without refund.

Article 12 – Deposit and damage

- The Host may request a deposit of 15% of the rental price per stay.
- The deposit will be refunded within 7 days of departure after inspection of the accommodation.
- Damage, excessive consumption or exceptional cleaning may be deducted from the deposit.
- The Guest remains liable for damage exceeding the deposit amount.

Article 13 – Insurance and personal data

- The Guest declares that they are insured through a private liability insurance policy (responsabilité civile vie privée), which covers damage to holiday homes and third parties.
- The Host is insured for legal liability arising from the operation of the accommodation.
- The Host is not liable for loss or damage to personal belongings or for injury to animals or persons, unless there is intent or gross negligence.
- The Guest's personal data will only be used for reservations, communication, invoicing and compliance with legal obligations.
- Data processing is carried out in accordance with the [Privacy Policy](#).

Article 14 – Utilities and malfunctions

The Host is not liable for temporary interruptions to utilities (water, electricity, internet) or other malfunctions beyond its control. Every effort will be made to resolve such problems as quickly as possible.

Article 15 – Compliance with rules

The Guest undertakes to comply with local regulations and safety rules, including environmental and fire prevention rules and instructions from local authorities or the Host.

Article 16 – Use of facilities

Use of the garden, grounds and facilities is at your own risk and in accordance with the instructions provided.

Article 17 – Complaints

- Complaints must be reported immediately during the stay.
- The Host will take reasonable measures to remedy the problem.
- Complaints submitted after departure will not be dealt with if it was possible to remedy the problem on site.

Article 18 – Tourist tax

Tourist tax is levied separately in accordance with local regulations.

Article 19 – Applicable law and disputes

- This agreement is governed by French law.
- In the case of rental by foreign guests, the agreement is deemed to have been concluded in France.
- The parties will attempt to resolve any disputes by mutual agreement.
- If no agreement can be reached, the court in the district where the accommodation is located will have exclusive jurisdiction.

Article 20 – Final provisions

- By making a reservation, the Guest declares that they have read and agree to these terms and conditions.

- If any provision proves to be invalid, the other provisions shall remain in full force and effect.
- These terms and conditions have been drawn up in accordance with French law and market practice for tourist rentals (gîtes rurales).

Privacy Policy – La Petite Stella

Last updated: November 2025

Applicable to all bookings, communications and online activities of **La Petite Stella**

1. Introduction

This privacy statement describes how **La Petite Stella** ('we') handles personal data of guests, interested parties and visitors to our website and social media channels.

We process personal data exclusively in accordance with the **General Data Protection Regulation (GDPR)** and **French law (Loi Informatique et Libertés)**.

By using our website, making a booking or contacting us, you agree to this privacy policy.

2. Data controller La Petite Stella

les2oiseaux consulting

2, Les Oiseaux F-88370 Plombières-les-Bains

Email: info@lapetitestella.fr

Telephone: +33.6.37055058

The Landlord is responsible for the processing of all personal data processed in the context of bookings or communication.

3. What data we process

We only process data that is necessary for booking, communication and administration.

Categories of personal data:

- Identification data: name, address, email, telephone number
- Booking data: arrival and departure dates, number of persons, pet details
- Payment details: account number or proof of payment

- Communication data: emails, messages via website or social media
- Technical data: IP address, browser type (via cookies)

We do not collect sensitive personal data, such as medical information or religious beliefs.

4. Purposes of processing

Personal data is only used for:

1. Managing bookings and executing rental agreements
2. Communicating with guests and interested parties
3. Administration and legal obligations
4. Improving our services
5. Managing our online presence

5. Legal basis for processing

We process personal data exclusively on the basis of:

- Contractual necessity (for the execution of the rental agreement or reservation)
- Legal obligation (for tax and accounting obligations)
- Legitimate interest (for communication, customer management, security, marketing)
- Consent (in case of voluntary registration or use of cookies)

6. Retention period

- Reservation and invoice data: **10 years** (statutory retention obligation)
- Communication data: **2 years** after last contact
- Newsletter or contact details (if applicable): until unsubscribed or request for deletion

After these periods, data will be securely deleted or anonymised.

7. Sharing data with third parties

Personal data will only be shared if necessary, for example with:

- Booking platforms and payment providers
- Professional service providers (accounting, hosting, IT support)
- Competent authorities if legally required

We do not sell or rent personal data.

No transfer outside the European Economic Area takes place unless an adequate level of protection is guaranteed.

8. Website and cookies

Our website only uses functional and limited analytical cookies, for example to:

- Ensure the booking form works correctly
- Collect anonymised visitor statistics

Cookies are only placed after consent has been given.

You can delete or block cookies via your browser settings.

We use Google Analytics with IP anonymisation; data is not shared with third parties (see below for more information).

9. Social media (Facebook and Instagram)

La Petite Stella is present on Facebook and Instagram to share information about our accommodations and to maintain contact with guests.

- When you contact us via these platforms, we will only use the information provided to respond to your message.

- Your interaction with our pages is otherwise subject to the privacy policy of the relevant platform operator (**Meta Platforms Ireland Ltd.**).
- Facebook: <https://www.facebook.com/privacy/policy>
- Instagram: <https://privacycenter.instagram.com/policy/>

We have no influence on how these companies further process your data.

We advise you not to share confidential or sensitive information via social media.

10. Data security

We take appropriate technical and organisational measures to protect your data, including:

- Secure storage and backups
- Restricted access to data based on necessity
- Encrypted communication (SSL certificate) via the website

11. Your rights

You have the following rights under the GDPR:

- Right to access, correct or delete your data
- Right to restrict or object to processing
- Right to data portability

You can submit a request via info@lapetitestella.fr

We will respond within **30 days** of receipt.

If you are not satisfied with the handling of your request, you can lodge a complaint with the French supervisory authority: Commission Nationale de l'Informatique et des Libertés (CNIL)

Website: <https://www.cnil.fr>

12. Minors

Our holiday accommodations and website are not intended for persons under the age of 18.

We do not process personal data of minors without the consent of a parent or guardian.

13. Changes

We may change this privacy statement. The most recent version can always be found on our website under **Privacy Policy**

Important changes will be clearly announced.

La Petite Stella

les2oiseaux consulting | 2, Les Oiseaux F-88370 Plombières-les-Bains | info@lapetitestella.fr
or +33.6.37055058

November 2025