

House rules / rental conditions for the wellness suite and chill-out

The following usage rules are mandatory and the traveler therefore assumes that non-compliance will result in the termination of their stay without the right to a refund of the amount paid, or even the billing of additional fees. In case of disputes, only the court of Marche-en-Famenne is competent.

1/Regarding noise, it is strictly forbidden to hold parties or celebrations. This also includes loud evenings. For music and noise: according to the established municipal regulations, no music or other disturbing noise for neighbors is allowed during the day and particularly after 10 PM. Please note that we will apply a zero tolerance policy on this matter! Devices have been placed in the suites and outside to measure noise. If this basic rule is not respected, we will terminate the stay without refund. For your information, the speakers in the ceilings are not connected.

2/ Arrival / Departure. It is prohibited to arrive after 10 PM without prior request as it disturbs the neighbors who are already resting. It is prohibited to arrive before the agreed time and to leave after the agreed time. The schedule is established in advance and must be respected. In case of non-compliance, we will enter the accommodation and charge additional fees of €500/hour.

3/ The maximum number of travelers specified at the time of booking may not under any circumstances be exceeded.

4/ It is strictly forbidden to smoke in the accommodations.

5/Pets are allowed according to our conditions, which must be read carefully before starting the stay. It is prohibited to let a dog bark. A zero tolerance policy will be applied; it is forbidden to leave it alone in the accommodation, to let it climb on the bed or sofas, to let it relieve itself on the property, including the parking area, to bathe it in the pools or wash it in the showers.

6/Dishes must be clean and put away on the shelves at the end of the stay.

7/Furniture must remain in place; it is strictly forbidden to move it as this could cause damage and easily identifiable noise, for which we will impose sanctions.

8/Parking is located in front of building no. 8, please keep the entrance to the field accessible for tractors. The parking plan is available in the information inside the accommodation. Please park perpendicular to the building to make room for all travelers; the parking area is under video surveillance. It is forbidden to park in the neighbors' spaces.

9/TOWELS: We always inspect the towels, beds, and bed linens after each visit. If there is extreme damage to the products making them unusable, you will be charged the prices indicated in the suite conditions. Damages include: makeup/fake tan, massage oil or hair mask stains, other discolorations, or wear of the material. The linens are rented to you and not sold, please leave them in the accommodation upon your departure. -THE SAME APPLIES TO THE FABRIC CHAIRS. IF STAINS ARE FOUND, THE CHAIRS WILL BE CHARGED AT €300 EACH.

10/POOL: The use of the pool must be done without sunscreen, as it can seriously damage the chemical balance of the water and therefore harm your skin, your hair, or even affect the colors of your swimsuits. For your safety, we ask that you keep an eye on children who cannot swim, not to dive in headfirst, or to make potentially dangerous jumps, and not to run along the edges of the pool, as slipping can cause a fall that can ruin your stay. We accept no responsibility in the event of an accident.

11/The water in the pools is not suitable for consumption; it is strictly forbidden to swallow it. Please keep a close eye on the children. We decline all responsibility in case of any problems related to the pool water. It is forbidden to urinate in the pools.

12/The wellness area cannot be used by children. These devices must be handled according to the instructions and with great care; an irreversible problem with any of them will result in a significant repair or replacement bill.

13/The wellness area is prohibited for pregnant women, young children, babies, people with heart conditions, and individuals carrying a contagious disease or a staphylococcus infection.

14/Sexual relations are prohibited in the pools as this can seriously damage the chemical balance of the water and would contaminate it. Furthermore, it would violate the rules of etiquette; please keep your intimacy to yourself without sharing it with your neighbors!

15/It is prohibited to leave the lights on unless necessary; in case of abuse, an additional energy consumption bill will be issued.

16/It is mandatory to turn off the taps after use. Excessive water consumption will be charged.

17/ It is mandatory to close the cover of the pool and the jacuzzi after each use.

18/ For your safety, please do not use the jacuzzi between midnight and 8:30 AM to allow the disinfectant products that are automatically injected to do their job; this could damage your skin and hair.

19/ It is forbidden to change the temperature of the jacuzzi, hammam, or sauna.

20/ It is forbidden to damage the plexiglass of the jacuzzi remote; its value is €150.

21/ It is forbidden to tamper with the WIFI BOX.

22/ We address technical issues as quickly as possible according to the circumstances; you cannot in any case request a refund for your stay in such a case.

23/In the wood-fired sauna, only firewood intended for this purpose can be burned; it must be ordered in advance, not during your stay, or you must bring your own. An opened bundle costs €15. It is prohibited to burn anything other than firewood in the wood stove.

24/Thank you for not cooking foods with very strong odors that would leave persistent smells for the following guests after your departure.

25/In case of loss of keys, the locksmith's service and the duplicates of the keys will be charged to you.

26/In case of damage or breakage, only the owner can establish a price; the rate is not left to the discretion of the tenants.

27/Guest products are offered and are not replenished during the stay; it is a "one-shot".

28/The extra massage is solely for relaxation purposes and is not sexual in any way; this extra must be ordered in advance by email during office hours and not during the stay. It must be paid in cash on Day 1, it is non-cancellable and non-refundable. Please make sure to open the door at the scheduled time for the masseuse to enjoy the allotted time.

29/All damages must be reported to casapilot in order to be deducted from your deposit; we will examine everything upon your departure, and the deductible will be assessed.

30/The deposit is refunded after 7 business days if there are no damages and if the rules have been respected.

31/The jacuzzi in the chill&out suite is intended for a maximum of 2 people for your safety; it is prohibited to bath more than 2 people.

32/On your arrival, if you notice any shortcomings, you must inform casapilot immediately; it will not be possible to claim after your stay.

33/The trash must be sorted as indicated in the suite. We will deduct from the deposit if this is not the case. We will apply a zero tolerance policy regarding this matter.

34/For stays of more than 3 nights, a pool control intervention will be scheduled; the information can be found in the suite.

35/BBQ if you use the barbecue you are required to clean it before departure and to use it responsibly it is prohibited to burn anything other than food such as waste.

36/Only plastic cups are allowed in the wellness area for the safety of everyone.

37/You are obliged to provide a reachable mobile phone number during your stay, you must remain contactable at all times, in case of emergency we must be able to reach you if not we reserve the right to enter the suite without your consent and terminate the stay without a refund.

38/You have chosen a fully autonomous suite; only the accommodation is included in the price, no information service is provided, all information is available in the suite, only the casapilot remains your contact during your stay, so you should address your requests to them. This is not a guest room or a hotel, but a holiday cottage.

39/It is forbidden to urinate or defecate anywhere other than in the toilets.

40/Please do not change the temperature of the refrigerators to avoid freezing; this will require defrosting during the inventory, which will be charged at €100.

41/It is prohibited to place camping accommodations in the garden and on the parking lot.

42/It is forbidden to charge electric vehicles.

43/ It is prohibited to block the toilets; only toilet paper is allowed (no towels, no sanitary protection) or sink drainage. If this happens, the cost of unclogging will be charged to you.

44/ The loungers are for 1 person; please do not lie down on 2. If a lounger is damaged, it will be charged at €120 for those lying down and €30 for those sitting.

45/ It is prohibited to unplug the TV or change its settings.

46/ It is not possible to contact the owner either by phone or by email; only the agency you chose is your point of contact during your stay.

47/ In case of a breakdown, a technician can intervene for free. You can contact him only via WhatsApp at the number +32 477 63 25 15 between 9:00 AM and 6:00 PM. Please specify the nature of the breakdown in your message and attach photos.

Any intervention deemed unjustified or abusive may be charged to you at a rate of €50 per hour.

You will receive an automatic message via WhatsApp for check-in and check-out.

Through this, you will be notified:

- A call in case of non-compliance with the rules of peace
- During long stays, an appointment for the inspection of the pool water.

48/ It is prohibited to bring in service providers other than those proposed by email.

Please know that the rules have been established to respond to the largest number and to ensure the well-being of all.