



CLEANING SERVICES

Dear Owner,

Please read the following information carefully and contact the housekeeping service if you need any further information or if you would like to swap from the 'ORC' system to the 'ALC' system or visa versa.

Chapter 1 will interest you if your lodge is integrated in the "Para-hotellerie" system and will explain the services you can expect.

If your lodge is **not** in the "Para-hotellerie" system, then **Chapter II** will inform you of the services we will be able to provide.

We kindly ask you confirm before the end of the year if you want to stay in the "ORC" system (Owners Rental Charge) or the "ALC" system (A la Carte), or if you would like to change.

CHAPTER I

' PARA-HOTELLERIE SYSTEM'

Every time before arrival of guests or owners the house is checked for the following points;

❖ Start up

In the off-season period we:

- turn the water back on
- put the heating on and check every individual radiator
- put the water-heater back on
- put the fridge on again
- open shutters and /or curtains

❖ Arrival-clean

If the house has not been occupied for a while, an arrival-clean will be done which consists of airing, dusting, eliminating cobwebs ,vacuum cleaning,, mopping the floor and cleaning the windows.

Welcome-assortment and arrangement

We make sure coffee, tea, sugar and milk are available, a welcoming bottle of wine presented on the coffee table with the information brochure and a guest book (if there is one in the lodge).

If we are aware guests or owners are due to arrive late, we leave on a small lamp inside the lodge as well as the outdoor porch light.

Any special requests (shopping, high-chairs, cots etc) are brought to the lodge before arrival.

❖ Half clean (not included in owners rental service)

If the lodge is occupied for more then eleven days by the same guest or owner we do a 'half clean' which consists of changing all the linen, making up the beds and cleaning the bathrooms.

This cleaning is then repeated every week if it concerns a same occupation.

After departure of the guests or owners we take care of

❖ Exit Clean

The lodge is completely cleaned after departure. A more detailed list of this cleaning is available on request at housekeeping@souillacountryclub.com .

Any personal items left behind are collected and we try to contact the owners to return their belongings to them as soon as possible.

❖ Repairs

Any damage which we have not been able to repair during the stay of the lodger will be taken care of.

❖ Shut down

If after cleaning the house is not to be occupied we take care that:

- the heating is switched off
- the fridge and freezer are switched off (if empty) and left open
- all lights are turned off
- doors and windows properly closed
- curtains drawn
- shutters closed
- water-heater turned off (inoccupation period must be over 6 weeks)

In winter period

- pipes drained
- the garden furniture is wiped down and stored inside if there is a long period of non-occupation.

CHAPTER II

If the lodge is not in the 'para-hotellerie' system the owner will have choose between two possibilities:

ORC - OWNERS RENTAL CHARGE

The owner will ask the Souillac Golf and Country Club to take care of the lodge as described in the Para-hotellerie system each time it is occupied by the owner (including family, friends or a personal paying guest) in which case all services mentioned in the Para hotellerie system will be executed by the Souillac Golf and Country Club, except for the half-clean which can be done but will have to be charged separately if required by the owner.

A single price per stay and per size of the lodge will be charged for each stay.

If the lodge is occupied by paying guests booked in directly through the Souillac Golf and Country Club these services are provided and covered within the SCC's rental management charge.

ALC - A LA CARTE FORMULA

Each time the owner (or fiends, or personal paying guests) will use the lodge, the owner will make his choise between the different housekeeping services :

- Start up
- Arrival Clean
- Half-clean
- Exit-clean
- Shut down

All these services are charged separately and according to the size of the lodge.

Once a year the Souillac Country Club will execute the 'Winter Shut down' **free of charge.**

Owners who choose the 'A la carte' formula are asked to give precise instructions prior to their stay, the stay of friends or personal paying guests, to avoid any confusion and to give the housekeeping staff the time to include the services in their program.

The owner can always choose to clean the lodge himself for his own use or a next location. However, the Souillac Country Club has established rental cleaning standards which should be respected and therefore are available on request at housekeeping@souillaccountryclub.com.

Any extra housekeeping services (extra cleaning, shopping, ironing, etc.) can be asked for by any client or owner.

These services will be charged for by the hour with a minimum of one hour.

services	Lodge type	2009
		All prices shown exclude VAT
<u>Owners rental charge (vat 5,5%)</u>	Correze	125
	Perigord	150
	Dordogne	185
	Quercy, Domme, Rocamadour	185
<u>A la carte formula (vat 19,6%)</u>		
Arrival clean	Correze	39
	Perigord	49
	Dordogne	59
	Quercy, Domme, Rocamadour	67
Exit clean	Correze	125
	Perigord	135
	Dordogne	179
	Quercy, Domme, Rocamadour	189
Start up or Shut down	Correze	27
	Perigord	31
	Dordogne	35
	Quercy, Domme, Rocamadour	40
<u>Additional services (vat 19,6 %)</u>		
Half clean	Correze	69
	Perigord	79
	Dordogne	89
	Quercy, Domme, Rocamadour	95
Linen	Sheets and towels	10€/pp
	towels	5€/pp
Making up beds, cleaning, ironing	All services minimum one hour	25
shopping		19