



## 1 **Applicability**

These terms and conditions forms one whole with the additional information on the website and with the data on the reservation form.

## 2 **Reservations**

- 2.1 Reservation of the desired period of a holiday home can be made by email.
- 2.2 The tenant receives the bill and the reservation form. The conditions can be found on the website
- 2.3 The reservation form must be signed and returned. All names of the family and any guests who use the accommodation must be stated on this form. By sending the reservation form, the tenant declares to have taken note of and to agree with the reservation conditions and additional information.

## 3 **Payments**

- 3.1 The tenant receives a contract stating:  
a: total rental amount b: deposit
- 3.2 Payment must be made to the bank account stated on the contract.
- 3.3 Payment is made in several installments in accordance with the contract. After reservation and receipt of the contract, the advance payment is immediately transferred by the tenants. The remaining amount will be transferred in installments in accordance with the contract. After receipt of the advance, the reservation is a fact. After each payment, tenants receive a receipt by e-mail.
- 3.4 The deposit is paid at the same time as the last payment. In case of damage to the house, it can be handed over to the owner after settlement of the costs (possibly additional energy consumption, cleaning, etc.).
- 3.5 If a client does not make his payment within the set terms, this will be considered as a cancellation. The holiday home will be rented again without any refund.
- 3.6 Normal consumption of water and electricity is included in the rental price.
- 3.7 The electricity required for charging electric vehicles is not included and will be charged separately.

## 4 **Cancellation**

- 4.1 Cancellations are always sent to the owner by a registered mail.
- 4.2 The costs of a cancellation are not borne by the lessor. The tenant consults his cancellation insurance for this.
- 4.3 A no-show is considered as a cancellation.

- 4.4 In the event of travel restrictions and bans on travel in France preventing the tenant from reaching his destination, the tenant will be given the opportunity to transfer his holiday to a similar period the following year (same period). This will be at the same rental price as originally agreed and at no additional cost. The advances paid are not lost and can be reused. The tenant will receive a new rental contract and the advances already paid will be deducted.
- 4.5 In case of natural disasters, strikes, terrorism, extraordinary weather conditions, blockades, and/or other unmentioned cases as a result of which the tenant cannot or temporarily cannot occupy the holiday home do not qualify for cancellation.
- 4.6 Holiday interruption does not entitle you to a partial refund.

## 5 **Arrival/Departure**

- 5.1 If not stated otherwise, the changeover day is Saturday.
- 5.2 The tenants leave the house on Saturday morning at the latest by 9 am CET.
- 5.3 The new tenants can move into the holiday house from 4 pm CET.
- 5.4 After receipt of the final payment, the renter will receive a travel description (about 10 days before the arrival date), and the correct address where the keys can be received.
- 5.5 In the early and late season, exceptions can be made regarding the arrival time.

## 6 **Cleaning**

- 6.1 The final cleaning is obligatorily charged. See amount on the contract. This also includes the use of bed linen and towels.
- 6.2 The tenant is expected to leave the holiday home as follows:
  - The house must be 'broom clean' and tidy.
  - The dishwasher must be emptied and switched off.
  - Do not leave any leftover food / bottles / cans; waste must be deposited in the relevant waste containers in the village
  - Linen packages must be removed from the beds and deposited in the bathroom.
  - The garden furniture must be put back in the same place as on arrival.
  - The barbecue must be clean.
- 6.3 If the house is not left in a tidy condition as described in 6.2, the owner is entitled to charge additional costs.



## 7 Use of the holiday home

- 7.1 It is not allowed to use the rented property with more people than stated (4 pers. Petite Beauzonnette, 5 pers. Beauzonnette). Children count fully. The landlord can refuse access to the house for the additional persons.
- 7.2 Pets are **NOT** allowed.
- 7.3 Smoking is **NOT** allowed in the house.
- 7.4 Camping is not allowed on the grounds of the rented accommodation. A camping car (mobile home) is only allowed if it serves as the tenant's vehicle. Third parties are not allowed to spend the night in it.
- 7.5 In the event of breakage and/or damage, the damage will be deducted from the deposit. The tenant will accept the property in the state as it is on arrival and as described on the website. If, at the end of the rental period, furniture and/or goods are damaged and/or no longer present, compensation will be due to the owner or, among other things, must be replaced. The damage of breakage, cleaning costs of stained carpets, blankets, duvets, mattresses, etc. will also be deducted from the deposit. The tenant will not throw strange things into the sinks, shower, toilet and other drains, as a result of which the pipes can become blocked. If this were the case, the tenant could be held liable for clearing these blockages.
- 7.6 Any additional costs of electricity, water, cleaning, etc., if applicable, will be settled with the deposit.
- 7.7 After departure of the tenant, and after deduction of any costs, the deposit will be refunded to a bank or giro account. A period of at least 10 days applies for this settlement.
- 7.8 The tourist tax is included in the rent.
- 7.9 When entering and leaving the house, a state of residence/inventory is drawn up.

## 8 Complaints

- 8.1 Well-founded complaints must be reported immediately on site at the time of discovery.
- 8.2 Both parties will then, in mutual consultation, immediately try to resolve any problems or complaints.

## 9 General

- 9.1 The landlord cannot accept any liability for damage and injury that could happen to the tenants during their stay, and for inconveniences resulting from unforeseeable and unavoidable catastrophes and/or situations (blockades, extreme weather conditions, cases of terrorism) and also unexpected activities around the holiday home.
- 9.2 Nor is the owner liable for:
  - faults in water and electricity supply.
  - malfunction in the WiFi connection.
  - annoyance during extreme weather conditions.
  - lightning strike in of personal equipment (including your laptop).
- 9.3 The use of the swimming pool is the sole responsibility of the tenants. Children and adults who cannot swim may only enter the pool under the supervision of third parties with a swimming certificate. The owner is not responsible for accidents.
- 9.4 The tenant is obliged to take out liability insurance for the rented property, as they are liable for damage and/or fire. This can usually be done through an extension of the insured person's fire/Ba insurance. If it is clear that damage has been caused by the tenants, they can still be held liable after the end of the rental period.