

GENERAL RENTAL CONDITIONS

Village de Gîtes "Stereden"

1. GENERAL PROVISIONS :

The tenant may not under any circumstances claim any right to remain in the premises at the end of the rental period initially provided for in this contract, unless the manager agrees.

The reservation is effective when the tenant has returned a copy of this contract with the deposit (approx. 25% of the stay) before the deadline indicated on page 1.

The balance of the rent is due on the day of arrival.

If the tenant delays his arrival, he must inform the manager in advance and send him the balance of the rent for the date of the beginning of the rental period initially planned.

2. DEPOSIT (OR GUARANTEE) :

The amount of the deposit is fixed at 200 €, it must be paid when the chalet is rented, and this is to cover any loss or damage that may be caused to objects, furniture or other items.

It will be returned to the tenant within a week after departure, after deduction of the costs of restoration and cleaning (labour = 50€/h), as well as the expenses caused by the tenant's damage to the chalet, the reception building, or any other elements integrated into the village.

If the security deposit is insufficient, the tenant undertakes to make up this sum on presentation of proof. This deposit does not constitute a contribution to the payment of the rent.

3. USE OF THE PREMISES :

3. a. General provisions :

The landlord will provide the accommodation as described and maintain it in a state of repair.

The Tenant shall enjoy the premises in a peaceful manner and shall make good use of them. On departure, the tenant undertakes to leave the accommodation as clean as he/she found it on arrival. It is strictly **forbidden to smoke inside the chalets** (no smell of tobacco will be tolerated).

Under no circumstances may the rental benefit third parties, except with the prior agreement of the manager. Sub-letting is forbidden, even free of charge, under penalty of termination of the contract.

The rented premises are used as temporary or holiday accommodation, excluding any professional, commercial or craft activity of any kind whatsoever, or even of a complementary or occasional nature (maximum 9 months).

The number of people present in the chalet (even temporarily, for a meal or otherwise) may not exceed 5 people.

The installation of a tent is subject to the agreement of the manager; it is only allowed for children whose parents have taken possession of a chalet, within the limit of the capacity indicated.

As the chalets are equipped with a heating system, the connection of an additional heater is strictly forbidden: the electrical installation is not designed for this purpose.

The hirer is obliged to keep the sanitary and electrical installations and equipment in a perfect state of cleanliness and operation. Any repairs made necessary by negligence or misuse will be charged to the tenant.

As a general rule, the hirer shall leave the premises at the time stipulated in the contract or at the time convenient to the manager, after an inventory of the premises. All the equipment listed in the inventory must be returned to the place it occupied when he entered the premises.

Throughout the school, children are the sole responsibility of their parents or guardians, who must ensure their supervision.

3. b. Visits :

The people you can welcome during the day in the village are under your responsibility and must comply with the internal rules; they cannot stay in the village or in the surroundings (no parasitic camping cars), or use the showers and other equipment (games, swimming pool, ...). Finally, during peak periods, parking in the car park is exclusively reserved for village residents (one parking space per chalet).

3. c. Pool :

The swimming pool is open during the periods, days and times indicated at reception. The manager may change them without prior notice, for reasons of operation or lack of hygiene.

The swimming pool is strictly reserved to the persons residing in Stereden. No visitors are allowed.

The pool is not supervised: children are under the responsibility and supervision of their parents or legal guardians.

In accordance with article A 322-6 of the Sport Code :

- ✓ Access is conditional on washing the feet in the footbath and rinsing the body in the shower provided for this purpose.
- ✓ No sandals or shoes may be brought onto the beach, there is a storage area for this purpose before the foot bath.

- ✓ The public, spectators, visitors or accompanying persons may only use the premises and areas reserved for them.
- ✓ Bathers shall not use foot baths for any purpose other than those for which they are designed.
- ✓ Smoking or chewing gum is not permitted except in the open-air recreation and rest areas.
- ✓ No food, tobacco, rubbish or spit.
- ✓ No animals are allowed.
- ✓ Running on the beach and diving are prohibited.
- ✓ People with suspicious skin lesions who do not have a certificate of non-contagion are not allowed to enter the bathing areas.

4. INVENTORY OF FIXTURES AND FITTINGS :

The inventory of fixtures and fittings and the inventory of furniture and equipment are carried out on arrival and departure. By default, on arrival, the tenant has 24 hours to check and report to the manager any anomalies found. After this period, the rented property will be considered as being free of damage on the tenant's arrival.

In the event of failure to carry out the inventory of fixtures on departure other than that provided for in the contract or incompatible with the schedule, the manager will carry out the inventory of fixtures at the scheduled time, and will return the deposit within fifteen days following departure, in the absence of delegation and subject to the proper restoration of the premises.

In the case of duly noted damage, it will be deducted from the security deposit, the amount of which will be determined by amicable agreement between the owner and the tenant (see article 2). In the event of a dispute, an estimate may be made by a professional or an authorised body, requested by the Tenant before his departure or, failing that, by the manager. In this case, the security deposit will be returned to the Tenant by post within two months, less the amount of work estimated by the estimate.

5. PET :

One **small pet (under 10 kg)** is allowed per chalet, subject to housekeeping and cleanliness, and the vaccination record must be up to date. Attack or defence dogs (cat. 1&2) are not allowed. In the Village park, dogs must be **kept on a leash** and their faeces must be picked up. Finally, the tenant undertakes to leave the chalet free of traces of the animal (hair, traces on the windows, etc.).

6. CONDITIONS OF TERMINATION :

At the time of booking, the client can take out Gritchen cancellation insurance (see: <http://bit.ly/assurance-VDG>) to prevent any impediment.

Any cancellation must be notified by registered mail or by e-mail.

In the event of cancellation by the tenant before the start of the rental period, the full amount of the stay is due: **the deposit remains the property of the owner and the tenant undertakes to pay the balance due, including any assistance provided (vacaf, etc.)**, on the date of arrival, except if the cancellation is notified to the owner **at least two months before** the start of the rental period and for one of the following reasons

- in the event of death, illness or accident, hospitalisation of the policyholder or of a relative to the 1^{er} degree.
- for professional reasons (transfer or loss of employment) not foreseeable at the time of booking.

If the hirer does not show up on the day mentioned in the contract and after a 24-hour period:

- the stay remains due in full, the client commits to pay it within eight days.
- the manager can dispose of the lease.

7. INTERRUPTION OF THE STAY :

In the event of early interruption of the stay by the tenant and if the responsibility of the owner is not called into question, no refund will be made.

8. INSURANCE :

As the tenant is obliged to insure the rented accommodation, he/she is usually covered by his/her own home insurance (which in most cases includes a "If not, he must ask his insurance company to extend the cover or take out a special policy with a "holiday" clause.

9. DISPUTES OR CLAIMS :

In the event of a dispute between the Customer and the company, they shall endeavour to resolve it amicably (the Customer shall send a written complaint to the Manufacturer's Customer Relations Department or to the Seller's). In the absence of an amicable agreement or in the absence of a response from the Professional within a reasonable period of one (1) month, the consumer Customer within the meaning of Article L.133-4 of the French Consumer Code may, if a disagreement persists, refer the matter free of charge to the competent mediator registered on the list of mediators drawn up by the Commission d'évaluation et de contrôle de la médiation de la consommation (Commission for the Evaluation and Monitoring of Consumer Mediation) pursuant to Article L.615-1 of the French Consumer Code, namely : La Société Médiation Professionnelle, 24 rue Albert de Mun 33000 Bordeaux - www.mediateur-consommation-smp.fr