

GENERAL RENTAL TERMS AND CONDITIONS

"Stereden" Holiday Cottage Village

1. GENERAL PROVISIONS:

Under no circumstances may the tenant claim any right to remain on the premises after the rental period initially specified in this contract has expired, unless agreed upon by the manager.

The booking becomes effective once the tenant has paid the required deposit and the booking has been confirmed.

The rental balance must be paid at least 30 days prior to arrival, either by bank transfer or by check.

Payment of the balance using holiday vouchers (Chèques-Vacances), ANCV Connect, or cash may be made on the day of arrival.

If the tenant delays their arrival, they must notify the manager in advance and remit the rental balance for the originally scheduled start date.

2. SECURITY DEPOSIT:

The security deposit is set at €200; a bank card pre-authorization is required upon taking possession of the chalet to cover any loss of or damage to items, furniture, or other property.

It will be returned to the tenant within one week of departure, minus any restoration and cleaning costs (labor: €50/hour) and expenses incurred due to damage caused by the tenant to the chalet, the reception building, or any other part of the village.

If the security deposit proves insufficient, the tenant agrees to pay the additional amount upon presentation of supporting documentation. This deposit does not constitute a contribution toward the rental payment.

3. USE OF THE PREMISES:

3. a. General Provisions:

The owner shall provide the accommodation in accordance with the description and maintain it in a fit state for use.

The tenant shall enjoy peaceful use of the premises and use them properly. Upon departure, the tenant agrees to leave the rental unit as clean as it was found upon arrival. Smoking inside the chalets is strictly prohibited (no tobacco odor will be tolerated).

The rental may not be used by third parties under any circumstances without the manager's prior consent. Subletting is prohibited—even free of charge—and may result in contract termination.

The rented premises are for temporary residential or holiday use only; any professional, commercial, or artisanal activity of any kind—even if merely supplementary or occasional to the residential use—is excluded (maximum duration: 9 months).

The number of persons present in the chalet (even temporarily, such as for a meal) may not exceed 5.

Pitching a tent is subject to the manager's approval; it is permitted only for children whose parents have rented a chalet, within the limits of the stated occupancy capacity.

As the chalets are equipped with heating, connecting additional heating appliances is strictly prohibited; the electrical system is not designed for this purpose.

The tenant is required to keep the sanitary facilities, electrical systems, and equipment in perfect working order and a clean condition. Any repairs necessitated by negligence or misuse shall be at the tenant's expense.

As a general rule, the tenant shall vacate the premises at the time specified in the contract or at a time agreed upon with the manager, following an inspection of the premises. All items listed in the inventory must be returned to the location they occupied when the premises were first entered.

Throughout the establishment, children remain under the sole and exclusive responsibility of their parents or guardians, who are required to supervise them.

3. b. Visitors:

Any daytime visitors you host at the village are your responsibility and must comply with the internal regulations; under no circumstances may they stay overnight in the village or the surrounding area (no unauthorized camper vans), nor use the showers or other facilities (play areas, swimming pool, etc.). Finally, during peak periods, parking is reserved exclusively for village residents (one parking space per chalet).

3. c. Swimming Pool:

The pool is open during the periods, days, and hours posted at reception. The manager may change these without notice for operational reasons or due to hygiene issues.

The pool is strictly reserved for guests staying at Stereden. No visitors are permitted.

The pool is unsupervised: children remain the responsibility and under the supervision of their parents or legal guardians.

In accordance with Article A 322-6 of the Sports Code:

Access requires washing feet in the footbath and rinsing the body in the designated shower.

Sandals and shoes are not permitted on the pool deck; a storage area is provided for this purpose before the footbath.

The public, spectators, visitors, and accompanying persons must remain only in the areas designated for them.

Bathers must not use the footbaths for any purpose other than that for which they were designed.

Smoking and chewing gum are prohibited, except in outdoor relaxation and rest areas.

No food, tobacco, litter, or spitting.

No animals allowed.

Running on the pool deck and diving are prohibited. Access to areas reserved for bathers is prohibited for individuals with suspicious skin lesions who do not possess a certificate confirming they are non-contagious.

4. PROPERTY CONDITION AND INVENTORY:

A property condition report and an inventory of furniture and equipment are conducted upon arrival and departure. By default, the tenant has 24 hours upon arrival to check the premises and report any observed issues to the manager. After this period, the rented property will be deemed free of damage at the time the tenant took possession.

If the departure inspection does not take place as scheduled in the contract or due to scheduling conflicts, the manager will conduct the inspection at the appointed time and return the security deposit within fifteen days of departure, provided no other arrangements have been made and the premises are left in good condition.

Any duly noted damage will result in a deduction from the security deposit; the amount will be determined by mutual agreement between the owner and the tenant (see Article 2). In the event of a dispute, a cost estimate may be obtained from a professional or authorized body—requested by the tenant before departure or, failing that, by

the manager. In such cases, the security deposit will be returned to the tenant by mail within two months, less the cost of repairs estimated in the quote.

5. PETS:

One small pet (under 15 kg) per chalet is permitted, subject to proper behavior and cleanliness; vaccination records must be up to date. Attack or guard dogs (Categories 1 & 2) are not permitted. Within the Village grounds, dogs must be kept on a leash at all times, and owners must clean up after them. Finally, the tenant agrees to leave the chalet free of any traces of the animal (fur, marks on windows, etc.).

6. CANCELLATION TERMS:

At the time of booking, the client may purchase the offered cancellation insurance (see: <https://www.souscription.safebooking.com/stereden/>) to cover any unforeseen circumstances preventing the stay.

Any cancellation must be notified via registered mail or email.

In the event of cancellation by the tenant prior to the start of the rental period, the full cost of the stay remains payable: the deposit is retained by the owner, and the tenant agrees to pay the outstanding balance by the scheduled arrival date, unless the cancellation is reported to the owner at least two months before the rental start date and is due to one of the following reasons:

death, illness, accident, or hospitalization of the tenant or an immediate family member (first-degree relative).

professional reasons (job transfer or job loss) that were unforeseeable at the time of booking.

If the tenant fails to arrive on the date specified in the contract and a period of 24 hours has elapsed:

the full cost of the stay remains payable, and the tenant agrees to settle the amount within eight days.

the manager is free to re-let the property.

7. INTERRUPTION OF STAY:

In the event that the tenant cuts the stay short—provided the owner is not held liable—no refund will be issued.

8. INSURANCE:

As the tenant is required to insure the rented property, they are generally covered by their own home insurance policy (which usually includes a "vacation rental extension" or *extension villégiature*); otherwise, they must request an extension of coverage from their insurer or take out a specific policy under the "vacation rental" clause.

9. DISPUTES OR COMPLAINTS:

In the event of a dispute between the Customer and the company, they shall endeavor to resolve it amicably (the Customer shall submit a written complaint to the Manufacturer's or Seller's Customer Relations Department). Failing an amicable agreement, or in the absence of a response from the professional within a reasonable period of one (1) month, a Customer qualifying as a consumer under Article L.133-4 of the Consumer Code may—if the disagreement persists—refer the matter free of charge to the competent mediator listed on the register of mediators established by the Consumer Mediation Evaluation and Control Commission pursuant to Article L.615-1 of the Consumer Code, namely: La Société Médiation Professionnelle, 24 rue Albert de Mun 33000 Bordeaux - www.mediateur-consommation-smp.fr