

### Article 1: Duration of stay

The tenant, who has reserved this property for a fixed period, may under no circumstances claim any right to remain in the premises after the end of the rental period.

### Article 2: Booking confirmation

The reservation becomes effective once the tenant has paid the full amount of the rental.

A 50% deposit is required at the time of booking, and the remaining 50% balance must be paid 60 days before arrival.

Failure to comply with this payment schedule will result in the property being made available for re-rental, and any amounts already paid will be forfeited.

For any booking made less than 60 days before arrival, full payment is required at the time of reservation.

The rental agreement may not, under any circumstances, be transferred or sublet to third parties without the written consent of the owner. Any breach of this clause may result in termination of the contract at the tenant's sole fault, with all amounts already paid remaining due to the owner.

### Article 3: Cancellation by the tenant

In the event of cancellation:

- Loss of the 50% deposit if cancellation occurs more than 60 days before the arrival date.
- Full amount forfeited if cancellation occurs less than 60 days before the arrival date.

### Article 4: Cancellation by the owner

The owner may cancel the reservation in the following cases:

- Previous dispute with the tenant.
- Inappropriate, insulting, or disrespectful behavior by the tenant, or non-compliance with the general rental conditions.
- Failure to respect payment deadlines.

In all other cases, any amounts already paid will be fully refunded.

### Article 5: Security deposit

A security deposit of €2,500 (via bank imprint) will be processed 48 hours prior to arrival. It will not be charged and will be automatically released one week after departure.

Failure to provide the security deposit will result in cancellation of the contract and forfeiture of all deposits.

In the event of damage, the corresponding amount will be charged to the tenant.

### Article 6: Check-in and check-out inspection

A visual inventory and inspection will be carried out and signed upon arrival and departure by both the tenant and the owner or their representative. This document serves as the only reference in case of dispute. If the tenant notices any malfunction or issue upon arrival, the concierge company must be notified within a few hours after check-in.

### Article 7: Cleaning

Final cleaning is **mandatory** and charged as an additional fee of **€490**, to be paid directly to the concierge company or the person welcoming you upon arrival.

Before departure, the tenant must:

- Empty all bins and dispose of waste.
- Return furniture to its original position.
- Empty the dishwasher.
- Wipe down all surfaces.
- Turn off lights and air conditioning.
- Gather all used linens in the laundry room.

Failure to comply may result in additional cleaning charges.

Bed linen and towels are **optional**, charged at **€190**, to be requested at the time of booking and paid directly to the concierge or the person greeting you. This includes sheets, towels (according to the number of guests), two kitchen towels, and bath mats.

### Article 8: Arrival

The tenant must arrive on the agreed day and time. The concierge company will contact the tenant to organize check-in.

Access to the accommodation is subject to:

- Full payment of the rental,
- Validation of the security deposit, and
- Payment of the mandatory cleaning fee.

If the stay is shortened, no refund will be granted.

### Article 9: Use of the premises

The tenant agrees to use the property peacefully and respect all facilities.

**Mountain properties:**

- **Jacuzzi/Spa:** Shower required before each use. Add chlorine after each bath. Always close the cover after use to maintain water temperature.
- **Sauna:** Shower required before use; turn off after use.

A cloakroom area is provided at the entrance for hanging clothes. Please remove shoes, as the private staircase is carpeted for your comfort.

### Article 10: Equipment breakdowns or malfunctions

In the event of a breakdown or malfunction of any equipment provided in the property (for example: dishwasher, oven, refrigerator, air conditioning, TV, internet box, etc.), the

owner will take all reasonable steps to arrange for repairs and restore functionality as soon as possible.

However, as seasonal rentals are not hotel services, the owner cannot be held liable for delays in repairs, unavailability of parts, or temporary malfunctions.

No compensation, discount, or refund may be claimed by the tenant, provided the owner has made reasonable efforts to resolve the issue promptly.

#### Article 11: Theft prevention

Please ensure all doors and windows are closed when leaving the property and at night, for the safety of persons and belongings.

Note: The home insurance does not cover tenants' personal belongings.

#### Article 12: Capacity

The reservation is made for a specific number of occupants. Any exceeding of this number will result in immediate cancellation of the rental and forfeiture of all payments made.

#### Article 13: Non-smoking policy

All our properties are strictly non-smoking.

When smoking outside, please extinguish cigarettes carefully to avoid fire hazards.

#### Article 14: Pets

Pets are allowed **only with prior approval** from the owner and for an additional fee of **€100 per pet per stay**.

Any damage caused by animals will be charged.

#### Article 15: Insurance

The tenant is responsible for all damage caused during the stay and must be covered by **holiday rental liability insurance**, generally included in their home insurance policy.

#### Article 16: Check-in and check-out times

Check-in is from **5:00 p.m.** (earlier or later upon request or according to concierge availability).

Check-out must be completed by **9:00 a.m.** at the latest.

Depending on the season, a later departure (until 10:00 a.m.) may be granted upon prior request.

During peak periods, concierge companies may offer early check-ins or late check-outs, subject to availability and prior agreement.

👉 In case of late check-out without prior approval, a **€100 per hour** surcharge may apply.

Any departure after **12:00 p.m.** will be charged as an additional night.

If the tenant refuses to vacate the property, the concierge and the owner reserve the right to initiate **immediate eviction**, accompanied, if necessary, by a bailiff's report and full billing of the additional day, including any relocation and delay costs for incoming guests.