

TERMS AND CONDITIONS

Article 1: Duration of stay:

The reservist tenant of this rental concluded for a fixed period may not under any circumstances claim any right to remain in the premises at the end of the stay.

Article 2: Conclusion of the reservation:

The latter becomes effective once the tenant has paid the total amount of the rental. A deposit of 30% is to be paid when booking, a second deposit of 20% is to be paid 60 days before arrival and the balance of 50% is to be paid 30 days before your arrival. If the schedule is not respected, the owner is entitled to put the property back for rent and as a result the tenant will lose the deposits paid.

For all reservations after 30 days the tenant must pay 100% of the rental amount.

The rental concluded between the parties to this reservation can in no way benefit third parties, natural or legal persons without the agreement of Mrs. or Mr. TAVEAU.

Any breach of this paragraph is likely to result in the termination of the rental at the exclusive fault of the tenant. The product of the rental remaining definitively acquired by the owner.

Article 3: Cancellation of the rental by the tenant:

In the event of cancellation of the Order by the Customer after its acceptance by the Service Provider, for any reason whatsoever, the deposit paid for the Order will be automatically acquired by the Seller and cannot give rise to any reimbursement.

In case of cancellation:

1. 70% refund for cancellation 60 days before arrival; or loss of the first installment.
2. 50% refund for cancellation 30 days before arrival; or loss of installments.

-CANCELLATION INSURANCE

Alpe d'Huez Reservation offers the customer the option of taking out cancellation insurance with EUROP ASSISTANCE which covers the cancellation and interruption of the stay, and a guarantee of liability and damage to property. The coverage and exclusion clauses of the insurance are detailed in the description of the policy.

<https://esf.eclaims.europ-assistance.com/coverage>

The cost of this insurance is 3.7% of the rental value. This value is mentioned on the reservation contract. The insurance can only be taken out when the reservation file is compiled and only covers the services ordered by the customer on that date. The request for reimbursement must, under penalty of non-guarantee, reach the insurers within the deadlines mentioned in the insurance contract. It must be accompanied by the mandatory supporting documents requested by the insurance company. Without taking out cancellation insurance offered by Alpe d'Huez Reservation, the customer cannot claim any refund if the cancellation of the stay is his fault.

Article 4: Cancellation by the owner:

The owner reserves the right to cancel or refuse any order from a Customer with whom there is a dispute relating to the payment of a previous order or for any request relating to Services for dates when these are unavailable.

The owner can cancel the contract if the tenant behaves inappropriately.

The owner pays the tenant all the sums that would have been paid to him on the date of cancellation.

The owner can cancel the contract if the installments are not settled on the contractual dates and the deposits will be lost.

Article 5: Security deposit or deposit:

A deposit of 3000 € per bank imprint will be due before your arrival.

However, if damage is observed, you will be asked for the amount of the damage.

Article 6: State of play:

A visual inventory is established jointly and signed by the tenant and the owner or his representative on arrival and departure of the rental. This inventory is the only reference in the event of a dispute concerning the inventory.

Article 7: Cleaning:

At the entrance there is a cloakroom area in order to be able to hang up your clothes and we also ask you to remove your shoes because the private staircase to the apartment is carpeted in order to favor your comfort.

We attach particular importance to health rules.

Cleaning is mandatory and you will be charged an additional €380 to be given to the concierge company or the person welcoming you on your arrival.

This service includes entry, exit, cleaning of the apartment and the spa area.

However, the tenant is asked before departure to carry out the following tasks at a minimum:

- Throw away the rubbish / paper lying around – you have containers for boxes and glasses near the chalet
- Put the furniture back in place as when you arrived
- Empty the bins: sorting containers are located 100 m from the chalet
- Empty the dishwasher,
- Pass the sponge over the surfaces (bathroom, coffee table, dining room table, etc.)

If these rules are breached, a supplement by the owner or the concierge company could be requested from the tenant.

The linen is optional for an amount of 168 € to notify us during the rental and to give to the concierge company or the person welcoming you on your arrival.

It includes sheets, towels for the number of people you have rented, two tea towels and bath mats.

However, the tenant is asked before departure to carry out the following tasks at a minimum:

- Remove the sheets and gather all the dirty laundry (sheets and towels in the laundry room.

If these rules are breached, a supplement by the owner or the concierge company could be requested from the tenant.

Article 8: Arrival:

The tenant must present himself on the specified day and the schedule determined together or mentioned on this contract. You will have the contact details of the person upstream, who will welcome you and who will contact you in order to refine your arrival time. In case of late or deferred arrival, the tenant must notify the owner.

Entry can only be made after payment of the compulsory cleaning, household linen if you have taken the option and the deposit by bank imprint of 3000 €.

The rental is exclusively granted to the signatory of the contract, if this clause is not respected, the owner can cancel this rental and the tenant loses his reimbursement.

If the stay is shortened, the rental price remains with the owner. No refund will be made.

Article 9: Use of premises:

The tenant must ensure the peaceful character of the rental and make use of it in accordance with the destination of the premises.

1. The toilets: We noticed that the evacuation networks are narrow and in order not to block the toilets it is forbidden to throw tampons or sanitary napkins in the toilets. Thank you for forwarding this message to all vacationers.

2. For the relaxation area - Jacuzzi and Spa it is requested:

For the hot tub:

- In order to keep the spa water of good quality, to shower before each use of the Jacuzzi; for hygiene but also to soap well to avoid clogging the filters with creams...
- To put a chlorine tablet after each use, which will be at your disposal
- Close tightly after use to maintain the water temperature.

For the Sauna

- Make sure to close the door properly when using it
- Turn it off after use to avoid any danger.

Clause 10: Protection against theft:

You must make sure in your absence and at night that all the openings of the apartment and the sky room are properly closed in order to ensure the protection of people and property (apartment). If a theft without breach your responsibility.

Article 11: Capacity:

This reservation is established for the number of occupants mentioned. The tenant agrees to respect the number of beds of the property he rents. If the number of occupants is higher, the owner will cancel the rental and the tenant will lose the rental amount.

Article 12: All our properties are non-smoking.

It is therefore requested not to smoke inside the accommodation but in the outdoor areas.

Article 13: Animals:

Pets are accepted with the agreement of the owner when booking.

Our chalets are furnished with recent furniture and without any degradation.

Any damage will be charged (cat claws on chairs, etc.)

Article 14: Insurance: The tenant is responsible for all damages caused by him. It is required to be insured by a resort-type insurance contract for these various risks, generally taken out in your home insurance. This certificate must be communicated to us by email, after your first payment.

Article 15: Hours: Entry is from 5 p.m. or earlier depending on the departure of previous tenants. Departure is no later than 9 a.m.