

General Terms and Conditions of Sale:

Rental rates and services all taxes included, excluding tourist tax in addition: 1.01 euros per day and per person over 13 years old for the municipality of Bolquère and 1.01 euros for the municipality of Font-Romeu (the amount varies depending on the municipalities). They are requested at the time of payment of the balance 1 month before your arrival.

Confirmation of the reservation after payment of the deposits of an amount of 30%.

Your reservation will be subject to confirmation from us (sending of a reservation confirmation by email).

Without confirmation from us your reservation cannot be considered final. The balance of the stay is to be paid 1 month before arrival.

The entire stay is to be paid for any reservation made from 0 to 30 days before arrival.

Payment by transfer, check, Holiday Vouchers and Bank Card.

A security deposit (deposit) will be requested upon arrival with a bank imprint: €500.

The chalet must be left in a proper state of cleanliness, the dishes must be clean and put away, the household appliances cleaned and the bins emptied. For any failure, the management reserves the right to collect the deposit (€65 for the kitchen; €25 for the bins; €85 for both)

Reservations are confirmed for a specific number of occupants and a corresponding rate. In the event of a lower number of arrivals, the initial rate remains applicable.

In the event of a higher number of arrivals, the rental may be refused by the establishment or accepted subject to the application of the corresponding rate. The number of occupants cannot exceed the capacity of the chalet.

CHILDREN OVER 10 MONTHS ARE CONSIDERED AS PERSONS OCCUPIING THE CHALET.

Stays of 3 to 7 nights: arrival 5:00 p.m. and departure 10:00 a.m.

Short stays of 1 to 2 nights: arrival 4:00 p.m. and departure 12:00 p.m. (departure 10:00 a.m. in High Season)

NON-SMOKING CHALETS & movement of people in slippers inside.

PETS NOT ALLOWED

Cancellation conditions:

In case of cancellation or modification, you must notify it by mail with AR to the address:

LES CHALETS SECRETS

Chez Heritage chalets

Route de la forêt

66210 BOLQUERE

The deposit is kept and deductible from a future stay in case of cancellation more than 45 days before the arrival date.

30% of the price of the stay is retained in case of cancellation 45 to 30 days before the arrival date.

The entire stay is retained in the event of cancellation less than 30 days before the date of arrival.

MODIFICATION AND INTERRUPTION OF STAY

Any stay started and considered as consumed and will not give rise to any reimbursement in the event of early departure.n