

Terms and conditions

Holiday rental · Version of 26 September 2026

SCI du Pic Llory

14 rue du Pic de Llory

66120 Font-Romeu-Odeillo-Via

Company no. 850 018 813 (RCS Perpignan)

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Article 1 — Purpose and scope

These general terms and conditions of sale (the "Terms") govern the holiday rental of Chalet Quiétude by SCI du Pic Llory, a French property company (société civile immobilière) with a share capital of €100, whose registered office is at 14 rue du Pic de Llory, 66120 Font-Romeu-Odeillo-Via, France, registered with the Perpignan Trade and Companies Register under number 850 018 813 (the "Owner"), to any individual or legal entity (the "Guest").

Booking through a platform (Airbnb, Booking.com, Abritel, Holidu, Gîtes de France): the platform's terms govern price, payment, cancellation and refunds. These Terms apply to everything else: use of the chalet, capacity, house rules and liability. Where the two conflict on a financial matter, the platform's terms prevail.

Booking through Mon Séjour en Montagne (Altiservice marketplace): these Terms apply in full. Payment is made online at the time of booking, through the platform's secure payment system.

Direct booking (in particular groups and corporate retreats on quotation): these Terms apply in full. They are supplemented by a written rental agreement stating the price and dates, in accordance with Article L. 324-2 of the French Tourism Code.

Any booking implies full and unreserved acceptance of these Terms and of the house rules displayed in the chalet.

Article 2 — The property

Chalet Quiétude is a furnished tourist rental located on rue du Pic de Llory, 66120 Font-Romeu-Odeillo-Via, France, at an altitude of 1,650 m. It is declared to the town hall as a furnished tourist rental (meublé de tourisme).

- Floor area: 225 m² over 3 levels
- Beds: 17, across 4 suites each with a walk-in shower and a 7-bed dormitory
- Bathrooms: 5 shower rooms, 3 toilets
- Main facilities: hot tub on the terrace, fully equipped kitchen, closed garage, 22 kW electric vehicle charger, fibre internet
- Maximum capacity: **15 guests** (see Article 9)

The detailed description and photos in the online listing constitute the description of the property. Bed linen and towels are provided.

Article 3 — Booking and formation of the contract

For a direct booking, the Owner sends a quotation valid for 7 days. The booking becomes firm upon receipt of the signed agreement and of the deposit set out in Article 5.

The person making the booking must be of legal age and present throughout the stay. They are responsible for all other occupants. The rental is personal: any assignment or subletting is prohibited.

In accordance with Article L. 221-28, 12° of the French Consumer Code, **the Guest has no right of withdrawal**: accommodation services provided on a specific date are excluded from it. Only the cancellation terms in Article 7 apply.

Article 4 — Price, fees and tourist tax

Prices are stated in euros, all taxes included. They vary with the season and the length of stay. The applicable price is the one in the quotation or the confirmed booking.

The price includes the rental and utilities (water, electricity, heating, internet).

Cleaning and linen fee: €465 per stay, mandatory. It does not release the Guest from the check-out instructions (Article 8). Additional cleaning is charged if the chalet is left in an abnormal condition: heavy soiling, strong odour or smoke.

Tourist tax: charged on top, per adult and per night, at the rate set by the municipality. It is collected by the platform where the platform handles it, otherwise by the Owner.

Optional services (for example an extra beer keg, €50) are paid on site, at the price displayed in the chalet.

Article 5 — Payment

Due date	Amount
On signature of the agreement	Deposit of 30% of the total price
No later than 30 days before arrival	Balance, cleaning and linen fee, tourist tax
Booking made less than 30 days before arrival	Full amount at booking

For a booking through Mon Séjour en Montagne, the full stay is paid online at the time of booking. For a direct booking, payment follows the schedule above.

Direct payments are made by bank transfer. Sums paid are deposits (acomptes): paying them commits both parties definitively. If the balance is not paid when due, the Owner may, after a reminder left unanswered for 48 hours, treat the booking as cancelled by the Guest (Article 7).

Article 6 — Security deposit

A security deposit may be requested, for the amount stated in the listing or the agreement. It is paid no later than the day of arrival, by bank transfer or card pre-authorisation. It is not cashed unless a deduction is made.

It is returned within 15 days after departure at the latest, less any amounts due, with supporting evidence, for:

- damage, breakage or missing items;
- additional cleaning;
- draining or cleaning the hot tub because of improper use;
- unpaid optional services.

If the damage exceeds the deposit, the Guest remains liable for the difference. For a booking through a platform, the deposit and any claims follow that platform's rules and tools.

Article 7 — Cancellation and changes

Cancellation by the Guest (direct booking or through Mon Séjour en Montagne), notified in writing (email):

Date of cancellation	Refund of the rental price
30 days or more before arrival	100%
Between 30 and 7 days before arrival	50%
Less than 7 days before arrival, or no-show	None

The cleaning and linen fee and the tourist tax are refunded in full if the stay does not take place. A shortened stay, late arrival or early departure gives no right to any refund. The Owner recommends taking out cancellation insurance.

Cancellation by the Owner: the Guest is refunded all sums paid within 14 days, without prejudice to their other rights.

Changes: a change of dates or number of guests may be requested. It is accepted subject to availability and recorded in an amendment; it is not a right.

Article 8 — Arrival, departure and inventory

Check-in is **from 5 pm** and check-out **before 11 am**, unless agreed in writing beforehand. Access details and the key box code are sent the day before arrival. Arrival after 10 pm must be notified in advance.

Check-in inventory: a video of the chalet's condition is sent to the Guest on arrival. Any issue must be reported on the evening of arrival. After that, the inventory is deemed accepted.

On departure, the Guest leaves the chalet as tidy as on arrival:

- furniture put back in place;
- sheets left in the living room, towels and bathrobes on the washbasins;
- kitchen clean, dishes put away, dishwasher and fridge emptied;
- bins emptied and taken to the containers at the exit of the estate.

The Owner checks the chalet after departure. Any damage found is notified to the Guest with photos within 72 hours.

Article 9 — Capacity and use of the premises

The chalet accommodates a **maximum of 15 guests**, with 17 beds. This number may not be exceeded, even for a single night. Daytime visitors bringing the total above 15 people require the Owner's written consent.

Parties, gatherings and events are prohibited without prior written consent. Corporate retreats and business meetings are welcome: they must be declared at booking, with the number of participants.

If capacity is exceeded or the use was not declared, the Owner may refuse access to the excess occupants or end the stay, without refund.

Article 10 — House rules

The Guest and all occupants must follow the instructions displayed in the chalet, which form part of these Terms. The main ones:

- **Smoking**: prohibited indoors. Allowed on the terrace, where ashtrays are provided.
- **Hot tub**: 6 people maximum; soap shower before each use; no glass in or around the hot tub; children always supervised by an adult; cover replaced after use; technical settings and water level must not be changed. Soiled or cloudy water leads to draining, charged at actual cost.
- **Outdoor kitchen** (plancha, barbecue, paella pan): fixed appliances, never moved; no cooking indoors or near the bay window; windows and bay windows closed while cooking; gas bottle closed after use.
- **Pets**: allowed only with the Owner's prior consent. They are not allowed in the hot tub. Droppings in the fenced garden must be picked up.
- **Neighbours**: the Guest keeps the estate quiet, especially between 10 pm and 8 am.

Article 11 — Liability and insurance

The Guest is liable for all damage caused to the chalet, its equipment and third parties by themselves, the occupants and their visitors. **The Guest must hold holiday third-party liability insurance** and provide proof of it on request.

In the event of a breakdown or problem, the Guest informs the Owner immediately (+33 6 08 11 84 09, preferably on WhatsApp) and does not attempt any repair. The Owner will act promptly to resolve it.

The Owner is not liable for:

- theft or loss of personal belongings;
- interruptions of external services (water, electricity, internet, ski lifts) beyond the Owner's control;
- accidents caused by improper use of the equipment, in particular the hot tub and outdoor kitchen.

Article 12 — Snow, weather and force majeure

Insufficient snow, full or partial closure of the ski area, weather conditions or road conditions **give no right to cancel free of charge or to a refund**.

Only an administrative ban on accessing or staying in the chalet on the booked dates, or force majeure within the meaning of Article 1218 of the French Civil Code, releases the parties. Sums paid are then refunded, less bank charges.

Article 13 — Complaints

Any problem during the stay must be reported to the Owner immediately (+33 6 08 11 84 09), so that it can be fixed on site. A complaint not reported during the stay cannot give rise to compensation.

Written complaints must be sent within 15 days after departure to aristide.begue@gmail.com. The Owner replies within 15 days.

Article 14 — Consumer mediation

In accordance with Articles L. 612-1 et seq. of the French Consumer Code, a Guest acting as a consumer may refer the matter free of charge to a consumer mediator, after a written complaint that has not been resolved satisfactorily. The details of the mediator chosen by the Owner are provided on request.

Article 15 — Personal data

The Owner processes the Guest's data (identity, contact details, stay dates, payments) to manage the booking and meet its legal and accounting obligations. It is shared only with service providers needed for the stay and is never sold.

Data is kept for the duration of the relationship, then for the legal retention periods (10 years for accounting records). The Guest may exercise their rights of access, rectification and erasure at aristide.begue@gmail.com, and may lodge a complaint with the CNIL (French data protection authority).

Article 16 — Governing law and disputes

These Terms are governed by French law. In the event of a dispute, the parties will first seek an amicable solution.

Failing that, a Guest acting as a consumer may bring the matter before the court of their choice under the applicable legal rules. For a Guest acting in a professional capacity, the Perpignan Judicial Court has exclusive jurisdiction.

These Terms are a translation of the French original. In the event of any discrepancy, the French version prevails.

Font-Romeu-Odeillo-Via, 26 September 2026

Aristide Bègue, Manager, SCI du Pic Llory