



**FIRST NAME:**

**LAST NAME:**

**Dates of stay:**

**Phone number:**

The Client accepts these terms and conditions without reservation.

Terms and conditions apply for the duration of the stay and include accommodation and all other additional services.

### **RESERVATIONS AND BOOKING CONFIRMATION**

When a reservation is requested, it becomes firm and final after a 30 % deposit.

Once the payment is received and these general terms of lease have been received in return, duly signed by the customer, these formalities shall represent acceptance of the offer. The payment of the deposit automatically commits the client to agree without any changes the general special conditions of lease and conditions of cancellation.

Reservations are accepted subject to availability and SARL Soc d'Exploitation du Rendez-Vous reserves the right to refuse any reservation of an unwanted or incorrect nature.

### **PAYMENT OF BALANCE**

The balance of payment must be received no later than 1 month prior to the arrival date, with no reminder forthcoming on our part. In case of balance not settled within 30 days before the arrival, the SARL Société d'Exploitation du Rendez Vous, reserves the right to treat the reservation as cancelled and to apply accordingly the conditions of cancellation.

Reservations made less than one month prior to arrival date will be confirmed only on receipt of the full payment. Once full payment has been received, a reservation form will be forwarded.

### **CANCELLATION AND AMENDMENT OF THE STAY AND EXTRA SERVICES BY THE CLIENT**

If a full payment has not been received one month prior to arrival date, management reserves the right to cancel the reservation. No refund or compensation will be paid.

Cancellation by the client must be received in writing. The date of receipt by us determines the cancellation date.

Charges will apply as follow:

30 days prior to arrival: 50 €

30-15 days prior to arrival: 25 % of cost

14-8 days prior to arrival: 75 % of cost

7 days prior to arrival: 100 % of cost

**If canceled at any time due to COVID-19 related reasons such as closed borders or travel restrictions – 0% cancellation fee with a total refund of the amounts previously paid.**

**The refund will only come into effect in the event of confinement, non-opening of the resort and ski lifts.**

**A case of COVID-19 in the family or the quarantine will not justify a refund of the deposit or the stay.**

### **PRICES AND PROMOTIONS**

Our prices include the provision of the accommodation, including charges (water, electricity, heating) but excluding tourist tax, payable on site.

In case of increase of VAT, the SARL Société d'Exploitation du Rendez Vous reserves the right to apply this increase to the prices without notice and immediately.

### **TOURIST TAXES**

Tourist tax, collected on behalf of town councils, is not included in our rates. and varies according to the town council. To be paid on site (4,51 €/per person/per night from 18 years old)

### **CHECK-IN AND HANDING OVER THE KEYS**

On arrival, clients check-in at the reception of the residence or the restaurant LE RENDEZ VOUS. Keys are provided on presentation of the booking confirmation. Each guest undertakes possession on the scheduled date and time, during office hours, and to pay the required deposit on the same day. In the event these conditions not being met, the management reserves the right to refuse the handing over the keys and to rent out the apartment to another party after a period of 24 hours.

Accommodation is available on the agreed day of arrival from 5 pm and must be vacated on the agreed day of departure before 10 am. Delayed departure may incur a surcharge.

Check-in outside reception hours must be notified in advance in order to arrange suitable time for the key handover. Sarl Société d'Exploitation shall in no way be held responsible and no compensation will be made in the event guests have arrival difficulties, particularly with regard to finding the apartment or collecting the keys.

### **SITE INVENTORY, CLEANLINESS AND DETERIORATION**

Sarl Société d'Exploitation has taken all reasonable care to ensure accuracy of the accommodation description and the highest standards of cleanliness and comfort. An inventory is provided and any discrepancies or complaints must be notified within 24 hours of arrival or the client will be deemed as having accepted both conditions and inventory of the apartment. Discrepancies beyond this time will be charged and complaints will not be upheld. The management will do everything in it's power to rectify malfunctions as soon as possible. Breakages and misfunctions must be notified immediately. Replacements by the client will not be accepted and will be treated as missing and charged at market value of cost, repair and/or cleaning.

At the time of their departure, the client must leave the apartment in an appropriate condition.

**The end cleaning is not included in the price. If the apartment is not clean enough, a set of 150 € will be charged on the deposit.** Such costs, for upgrading, for building work, for cleaning charges, etc. may be deducted from the deposit provided by the client on their arrival and SARL Soc d'Exploitation du Rendez-Vous may seek recovery of the excess as well as any compensation corresponding to actual damage.

### **SAFETY**

The client must check that all doors and windows of their apartment are secured all times, particularly when they are absent. They must use the safe in the apartment to store all valuable items. Management cannot be held responsible for loss, of degradation of personal effects both in the apartment and in the area of the residence or the common premises among which

the ski locker, also, the client leave no object or equipment on the balconies of his apartment or in the common parts of the residence.

In the event of a break-in, the responsibility of the SARL Société d'Exploitation du Rendez Vous cannot be held responsible unless the client immediately informs the reception and reports the incident to the police within 24 hours.

The management cannot be held responsible for items left in the apartment after your departure.

In accordance with Article 6 – Decree n° 95-949 of 25 August 1995, it is recalled that the top bunk beds are not recommended for children under 6 years old. The access to the relaxation centre is forbidden to unsupervised children.

### **OCCUPATION**

The apartment is for holiday use only and is valid for the maximum number of people specified at the time of reservation. Any violation of the above shall incur a penalty payment of 600 € per undeclared person per week. The residence shall not provide customers with additional mattresses.

### **CONDUCT TOWARDS STAFF AND OTHER GUESTS**

In the event of nocturnal disturbance, after two warnings from the managers of the residence, SARL Société d'Exploitation du Rendez Vous reserves the right to retain the client's deposit and to evict them from accommodation, if necessary with assistance of the police. No refunds, compensation, costs and expenses incurred by you or your party will be paid to you or your party and the management may make claim against you for damages, costs and expenses as a result.

Criminal proceedings may also be instigated.

Pets are not allowed in the residence.

As far as the WI-FI concerned, we cannot in any case guarantee constant bandwidth and connection due the particular situation.

### **EVENTS BEYOND OUR CONTROL**

The SARL Société d'Exploitation du Rendez Vous cannot be held responsible for any external disruptions which may interrupt or prevent the stay from going smoothly, in particular in case of lack of electricity, water, reduction, postponement or cancellation of activities and services offered by the resort, and noisy environment.

### **DEPOSIT**

Each holiday tenant shall pay a deposit of 1000 € by credit card (Visa, Mastercard only), or management may refuse to hand over keys. The management shall return the deposit within 20 days after verification of the apartment condition.

Any cost arising from damage, missing items, unpaid amounts, unreturned keys (for which there will be a set charge of 50 €) may be deducted from the deposit.

### **CLAIMS**

Any claims concerning your stay shall be sent by registered letter within 15 days of the end of the stay to SARL Société d'Exploitation du Rendez Vous, Rue du Soleil – 73440 VAL THORENS, FRANCE.

### **GENERAL AND SPECIAL CONDITIONS**

Reservation of one of our stays involves acceptance of our general and special conditions of sale. We show a general description and photographs of our apartments for information only.

We also remind you, moreover, that any possible claim with regard to a specific aspect/ orientation or location of the apartment is considered to be a preference and does not constitute a contractual guarantee.

### **DISPUTE**

By express agreement, any dispute concerning the interpretation and execution of this agreement shall fall to the exclusive competence of the courts in the vicinity of the registered office of Les Ancolies and shall be governed by French law.

Your statutory rights are unaffected.

“Read and approved” by the customer and signature