



# GENERAL CONDITIONS

## RENTAL

The rental of an "Arts et Vie Residences" flat is effective after written confirmation and the payment of the rental price according to the general conditions (i.e. 25% deposit and the balance a calendar month before the beginning of the stay). The non-respect of these conditions results in the cancellation of the booking due to a fault on the customer's side. The numbers and floors of the apartments cannot be given in advance. More people than the number clearly stated may not occupy the apartments. Animals are not allowed in the holiday residences.

## PRICES

The rate applied is the one indicated in the "Arts et Vie Résidences" brochures. The price includes the accommodation as booked in your fully equipped flat with all service charges included. Bed linen is supplied. The price does not include any optional services nor, if necessary, the tourist tax.

## CONDITIONS OF PAYMENT

For all booking made more than a calendar month before the beginning of the stay, the following conditions apply : - With the booking, 25 % of the total amount of the holiday package. - The balance must be paid at every latest a month before the beginning of the stay and **without waiting for a reminder from us**. Kindly indicate your invoice/customer number with your payment i.e. back of your cheque, etc. **For all booking made less than a calendar month before the beginning of the stay, full payment is required with the booking form.** Payment must be made by postal cheques, bank cheques\*, banker's draft, international postal order, made out to "Arts et Vie Residences" (by mail to the holiday residence of your choice). "Arts et Vie Résidences" credit card or do not send out acknowledgements for payments received.

\*Please note : for any foreign's cheque, transaction costs are requested.

## CANCELLATION CONDITIONS

**Cancellation made by a participant.** The scale of cancellation charges is calculated according to the number of days prior to the beginning of the stay that written notification is received directly by the residence in question. The cancellation fees are as follows : ● Cancellation more than 45 days before stay : 5 % retained (minimum 30 €) ● Between the 45th and the 31st days : 15 % retained (minimum 30 €) ● Between the 30th and the 21th days : 25 % retained (minimum 30 €) ● Between the 20th and the 10th days : 50 % retained (minimum 30 €) ● Between the 9th and the 4th days : 75 % retained (minimum 30 €) ● with less than 4 days : 100 % retained.

**Change requested on the spot by the participant, the holiday having already started.** As a booking supposes total acceptance of the stay, its length and the facilities included, no claim will be accepted for any change made by the participant during the stay in question. No refunds will be given for stays cut short or any part of the holiday package of which use has not been made.

## AVAILABILITY AND INVENTORY

You will take possession of your flat at the dates and times indicated in our brochure. A deposit will be requested on arrival and will be refunded on departure with deductions made for any possible damage. Subletting is not allowed. Please check very carefully the inventory that will be given to you on arrival and you should point out any discrepancies that will be immediately rectified. The flat is handed over to you in perfectly clean state. During your stay, you will be responsible for its cleanliness and you must leave it so at the end of the stay. The final check and inventory of your flat will be conducted in your presence at the end of your stay. If, for personal convenience, you leave out of reception hours, a member of the "Arts et Vie Résidences" staff will carry out these checks alone. In this case, the deposit will be refunded to you at a later date, deduction made for any cleaning that needs to be done, any missing objects, or any possible damage.

## RESPONSABILITY

The rental of an Arts et Vie flat is not covered by the hotelkeepers' insurance policy. Consequently, "Arts et Vie Résidences" responsibility will not be involved in the case of theft or damage to personal goods in the holiday residence, whether in the flat itself or the parking space or any part of the residence used by the public (storage rooms for skis, bicycles or surf boards...)

**Booking for a stay implies having read completely and totally accepting the general conditions and the information stated on this page. The information received on the booking forms for "Arts et Vie Résidences" will only be used for internal management and will not be communicated to any external source other than to satisfy legal, statutory and contractual liabilities. You may exercise the right to access under conditions stipulated by the law N°78-17 concerning databases, files and freedom of 6th January 1978.**