

GENERAL RENTAL CONDITIONS

Each stay is validated by a digital document which serves as a rental contract.

We can, if necessary, send a "paper" contract.

This contract is reserved for the exclusive use of the seasonal rental in chalet. The tenant will not be able under any circumstances to claim any right to remain in the premises at the end of the rental period. The rental can in no way benefit a Third Party, except with the prior agreement of the owner.

Rental conditions:

The reservation becomes effective when the customer has paid the owner a deposit of 30% of the price of the stay plus the administrative fees and has validated by email (or mail) his stay.

The balance of the rental must be sent ONE month before the beginning of the stay under penalty of termination of the contract.

In the case of a last-minute reservation, the full amount of the stay is due at the time of booking.

If the tenant delays his arrival, he must notify the owner. In case of shortened stay, the rental price remains with the owner. No refunds will be made.

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

All chalets are designed and insured to accommodate a maximum of 5 people. No derogation will be given.

Arrivals, inventory, security deposit and departures:

Arrivals are on Saturdays from 5:00pm. After registration and deposit of a deposit (see price of the current year), the inventory is made by the tenant and handed over after visa at the reception. It is the only reference in case of dispute concerning the inventory of fixtures.

Late arrivals (after 7:00pm) are only accepted if the owner is informed.

The cleaning of the chalet and its surroundings is the responsibility of the holidaymakers during the rental period and before their departure. The cottage must be returned in perfect condition of storage and cleanliness.

On the day of departure, i.e., Saturday before 10:00am, the security deposit is refunded to the tenant after inventory, minus any losses, deterioration, or the cost of restoration of the premises.

In case of early departure preventing the inventory, the security deposit is sent by the owner within a period not exceeding one week.

Insurance and animals:

The customer is responsible for all damages occurring as a result of his act. He is invited to check that he is covered by a "resort" type insurance contract for these different risks.

Any tenant accompanied by an animal must have obtained the agreement of the owner. During his stay, he must present the vaccination record of the animal. In addition, he will have to keep his pet on a leash and walk it for his needs outside the village. The state of cleanliness of the chalet and its surroundings will be checked at the end of the stay.

Image rights:

You authorize the Hameau des Lacs to use without compensation the photos of you and your children that would be taken during the duration of your stay on any advertising medium.

Payment of charges:

At the beginning of the stay, the customer must pay for the stay options.

He will also have to pay as and when the amount of the services of stay that he will have requested (laundry, bread, newspaper ...). A tourist tax of € 0.50 per night per person aged 18 and over will be paid at the end of the stay.

Cancellation policy:

Refund of the deposit in case of justified and written cancellation:

- Before April 1st: 100%
- Between April 1st and May 1st: 50%
- After May 1st: the total amount of your stay will be retained.

The application fee is in no way refundable.

The owner is in no way responsible for the transport of his customers. It can not be held responsible for an impossibility of its customers to reach the holiday resort, whatever the reason even in case of force majeure. In this case, he will not make any refund.

Cancellation insurance

The Hameau des Lacs does not offer a cancellation insurance contract; however, we strongly encourage you to take out a contract to deal with the consequences of a disaster.

COVID 19

With regard to the pandemic risk (in particular COVID-19), two situations are to be expected:

1. In the event of a confinement imposed by the government that would make it impossible for you to come, we offer you two possibilities:
 - We keep the deposit for an upcoming stay.
 - We will refund the amount of your deposit (excluding administrative fees).
2. In the event of access control by sanitary pass:
 - You can provide a health pass and your stay is possible.
 - You cannot get (you or your children) a health pass for medical reasons.
We refund your deposit on presentation of medical proof.

Disputes:

In the absence of agreement with the owner, it is made exclusive attribution of authority to the courts of RODEZ.