



## Rental Terms & Conditions

Each stay is validated by digital document which serves as a rental contract. We may, if necessary, send a "paper" contract.

This contract is reserved for the exclusive use of seasonal chalet rentals. Under no circumstances will the tenant be able to claim any right to remain in the premises at the end of the rental period. Under no circumstances can the rental benefit a third party, except with the prior agreement of the Hameau des Lacs or its representative.

### Conditions de location

The reservation becomes effective when the tenant has paid the Hameau des Lacs or its representative a **deposit of 30% of the price of the stay plus the reservation fee** and has validated his stay by email (or post).

The balance of the rental must be sent **ONE month before the start** of the stay, otherwise the contract will be terminated. In the case of a last-minute booking, the full amount of the stay is due at the time of booking.

If the tenant delays their arrival, they must notify the Hameau des Lacs or their representative. In the event of a shortened stay, the rental price remains at the Hameau des Lacs. No refunds will be issued.

The tenant must ensure the peaceful nature of the rental and use it in accordance with the purpose of the premises.

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

### Arrivals in high season, inventory of fixtures, security deposit and departures

Arrivals are on Saturdays **from 17:00 for** chalets and from 13:00 for camping pitches. After registration and deposit of a deposit (see price for the current year), the inventory is carried out by the tenant and handed over to the reception office after approval. It is the only reference in the event of a dispute concerning the state of the premises.

Late arrivals (after 19:00) are only accepted if the Hameau des Lacs or its representative is informed.

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

On the day of departure, i.e. the Saturday **before 10:00 a.m.**, the security deposit is refunded to the tenant after inventory, after deduction of any losses, deterioration or the cost of restoring the premises. In the event of an early departure preventing the inventory, the security deposit is destroyed by the Hameau des Lacs or its representative.

In the off-season, the tenant can arrive or leave either way, on the day provided for in the contract, provided that he has notified the Hameau des Lacs or its representative and obtained its agreement.

### Insurance & Pets

The tenant is responsible for all damages caused by him/her. They are invited to check that they are covered by a "resort" type insurance contract for these different risks.

Any tenant accompanied by an animal must have obtained the agreement of the Hameau des Lacs or its representative. During their stay, they must present the animal's vaccination booklet. 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 authorise 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 tenant must pay for the stay options.

They will also have to pay the amount of the accommodation services they have requested (laundry, bread, newspaper, etc.). A tourist tax (see current rate) per night and per person aged 18 and over will be paid at the end of the stay.

## Cancellation policy

- More **than 30 days** before the date of your arrival: 30€ cancellation fee + booking fee
- Between **30 days and 15 days** before arrival: 25% cancellation fee + booking fee
- Between **14 days and 3 days** before the start of your stay: 75% cancellation fee + booking fee
- Less than **3 days** before arrival: 100% cancellation fee

Booking fees are non-refundable under any circumstances.

The Hameau des Lacs or its representative is in no way responsible for the transportation of its tenants. It cannot be held responsible for the inability of its tenants to reach the holiday resort, whatever the reason, even in the event of force majeure. In this case, it will not make any refund.

## Cancellation insurance

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

## **PANDEMIC**

As far as the pandemic risk is concerned, two situations are to be expected:

1. In the event of a lockdown imposed by the government that makes it impossible for you to come, we offer you two options:
  - We keep the deposit for a future stay
  - We will refund the amount of your deposit (excluding booking fees).
2. In the case of access control by health pass:
  - You can provide a health pass and your stay is possible
  - You (or your children) cannot obtain a health pass for medical reasons.  
We will refund your deposit upon presentation of medical proof.

## Disputes

In the absence of an agreement with the Hameau des Lacs, exclusive jurisdiction is conferred on the courts of RODEZ.