



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 seasonal rental in chalets. The tenant may not under any circumstances claim any right to remain in the premises at the end of the rental period. The rental may not under any circumstances benefit a third party, except with the prior agreement of the Hameau des Lacs or its representative.

Rental conditions

The reservation becomes effective when the tenant has paid the Hameau des Lacs or his representative a **deposit of 30% of the price of the stay plus the** reservation fees 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** under penalty of termination of the contract. 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 his arrival, he must notify the Hameau des Lacs or its representative. In the event of a shortened stay, the rental price remains at the Hameau des Lacs. No refunds will be made.

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

All cottages 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 current year's rate), the inventory is made by the tenant and handed over to the reception desk after approval. It is the only reference in the event of a dispute concerning the inventory of fixtures.

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 space must be returned in a perfect state of storage and cleanliness.

On the day of departure, i.e. **Saturday before 10:00 am**, the security deposit is refunded to the tenant after inventory, minus 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 on the day provided for in the contract, provided that the Hameau des Lacs or its representative has been notified and its agreement obtained.

Insurance and pets

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

Any tenant accompanied by an animal must have obtained the agreement of the Hameau des Lacs or its representative. During their stay, they will have to present the animal's vaccination record. 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 your stay on any advertising medium.

Payment of charges

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

He will also have to pay the amount of the stay services he has 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 (administration fee)
- Between **30 days and 15 days** before arrival: 25% of the cost of the stay + booking fees (booking fees)
- Between **14 days and 3 days** before the start of your stay: 75% of the cost of the stay + booking fees (booking fees)
- Less than **3 days** before arrival: 100% of the cost of the stay.

The booking fee is not 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 impossibility of its tenants to reach the holiday resort, whatever the reason, even in the event of force majeure. In this case, he will not make any refund.

Cancellation insurance

The Hameau des Lacs offers to take out Cancellation and Interruption Insurance when ordering your stay at the rate of **4% of the stay**. Our external partner MEETCH undertakes to reimburse all or part of your stay, including in the event of a confirmed Covid19 or Covid19 contact case. The general terms and conditions of insurance are available on the Hameau des Lacs website

In the event of a claim, cancellation insurance can only be taken out once the holiday has been paid for in full.

Disputes

All disputes to which the sales transactions concluded pursuant to these general terms and conditions of sale may give rise, concerning their validity, interpretation, execution, termination, consequences and consequences, and which could not be resolved with Hameau des Lacs will be submitted to the competent court under the conditions of RODEZ's common law.