

# General terms and conditions of Chalet 15

## Article 1. General

- 1.1. The final booking of a stay at Chalet 15 implies that the tenant is aware of and accepts the general terms and conditions.
- 1.2. The following general terms and conditions apply to bookings of Chalet 15.
- 1.3. Chalet 15 reserves the right to make any price adjustments and/or liability for incorrect information is not accepted.

## Article 2. Rental period and extra charges

- 2.1. The rent is paid in euros on a weekly basis. The price includes: utilities, final cleaning, bed linen and towels. Additional costs are tourist tax and the deposit.
- 2.2. The changeover day is from Saturday to Saturday unless otherwise indicated. The arrival and departure times are: arrival: 4 p.m., departure: 9 a.m.

## Article 3. Booking, Confirmation, Deposit and Payment

- 3.1. **The booking** is made via the booking form on our website.
- 3.2. Sending a booking form is binding under the Travel Act (services concerning accommodation, transport or leisure). However, since we rent out privately, we apply the following rule: within 3 days after sending the booking form, the booking can still be cancelled subject to payment of the administration charges of € 35.00 incurred by us. After the period of 3 days we refer to the cancellation laws for travel (services concerning accommodation, transport or leisure) see Article 4. Cancellation.
- 3.3. The tenant receives a **confirmation** within a few days followed by an invoice while the week on the website for the tenant is changed from 'available' to 'under option'. The tenant must pay a deposit of 25% and € 500 within 7 days and upon receipt of the deposit we will change 'under option' to 'occupied'. The balance (100%) must be paid 60 days before arrival.
- 3.4. **Payment** shall be made exclusively by bank transfer.
- 3.5. When payments are not made within the payment terms and one or more reminders are not responded to, Chalet 15 reserves the right to rent out the respective period to a third party and all costs resulting from this will be charged to you.
- 3.6. **The deposit** will be refunded to the tenant's account within 7 days after leaving the Chalet in a clean condition.
- 3.7. The tenant must immediately report any **damage** caused to the landlord by telephone.
- 3.8. The landlord of the chalet in question has the right to withhold any costs of negligence/damage to the chalet from the deposit. The costs resulting from damage/negligence can usually be recovered from the travel insurance. In such case the tenant will obviously receive the invoice required for the insurance. *The tenant must take out a travel insurance by himself.*

## Article 4. Cancellation

- 4.1. Sending a booking form is binding under the Travel Act (services concerning accommodation, transport or leisure). However, Chalet 15 applies the following rule: within 3 days after sending the booking form, the booking can still be cancelled subject to payment of our administration costs of € 35.00. After the period of 3 days, we refer to the cancellation laws for travel (services concerning accommodation, transport or leisure). Please see the following items.
- 4.2. In case of cancellation up to 5 months before the start of the stay, the amount of the deposit will be due.
- 4.3. In case of cancellation between 5 months and 60 days before the start of the stay, an amount of 50% of the rent will be due.
- 4.4. In case of cancellation of 60 days or less before the start of the stay, the full rental amount will be due.
- 4.5. In the event of premature termination of the stay, the full rental amount remains due.
- 4.6. Since we are not a company or business and rent out our Chalet privately: A

*cancellation insurance must be taken out at all times with your own insurer. Please note: try find an insurance that pays out in the event of a pandemic outbreak.*

#### **Article 5. Travel documents**

5.1. Provided that all payments have been made, the tenant receives a travel document by email 10 days before arrival. This email contains all kinds of information about the Chalet and the surroundings, the key code of the front door, an itinerary and essential telephone numbers. If the tenant has not received any information 8 days before arrival, the tenant must notify Chalet 15 immediately.

#### **Article 6. Tax and other charges**

6.1. Tourist tax is due in France.

#### **Article 7. Smoking, Pets, house rules, cleaning etc.**

7.1. Pets are not allowed in our Chalet. No smoking.

7.2. The use of a deep-fryer with frying fat in and around the house is not allowed; any damage caused by this will be recovered directly from the tenant and will be deducted from the deposit.

7.3. Skis and ski boots must be placed in the designated areas.

7.4. House rules are available in the chalet.

7.5. Rubbish must be separated in accordance with the rubbish rules and disposed of before leaving the Chalet.

7.6. The tenant must leave the kitchen and all used utensils in a clean condition.

7.7. Damage caused by your negligence will be recovered from the tenant and deducted from the deposit.

#### **Article 8. Liability**

Chalet 15 is not responsible for:

8.1. Theft, loss or damage of any kind during or as a result of a stay in Chalet 15.

8.2. The deactivation or malfunctioning of technical equipment and/or the internet connection.

8.3. Injury sustained during the stay inside or outside the Chalet.

8.4. The tenant is liable for damage to the rented property and its inventory, regardless of whether this is the result of acts or omissions by the tenant or third parties who are in the rented property with the tenant's consent.

8.5. In case of careless use or in case the Chalet is not left in a clean condition, any resulting extra (cleaning) charges will be deducted from the deposit.

8.6. The website states the maximum number of people for whom the Chalet can be rented. This number must not be exceeded without notifying Chalet 15. A travel cot and high chair are available at the Chalet.

8.7. The number of persons using the Chalet must be stated at the time of booking (with regard to the number of beds to be made).

In case of a change in the number of tenants, the tenant is obliged to consult Chalet 15 in advance and any costs will be charged.