



RESERVATION: TERMS and CONDITIONS

See 'conditions générales de réservation' : www.leclosdesrives.com

1 - RESERVATION:

Prices shown are weekly and for the maximum persons indicated. Sheets and pillowcases are included for beds only. Additional bed linen for sofa beds (140 x 190 for T2 and 160 x 190 for T3 and T4 are charged extra at 20€ for 2 sheets and 2 pillowcases). All prices are inclusive of the following : electricity 8 kwh per day), water consumption, gas.

A reservation is confirmed by payment of a deposit of **30% of the cost** of the stay and the return of a signed copy of the contract within 8 days by email or post to SARL CIGOURGUE, 2 avenue de la libération – 33320 Eysines, France. Payment may be made by bank transfer, PayPal, bank cheque (euros) or cash. The reservation is considered firm on receipt of the deposit payment.

2 - PAYMENT OF BALANCE DUE:

Not less than **30 days** before the start of the stay, the client must pay the agreed balance due to SARL CIGOURGUE. Any stay not paid for by the due date is considered cancelled and re-offered for sale. Late reservation (i.e. less than 30 days in advance) necessitates payment in full on reservation.

3 - LENGTH OF STAY:

A client signing a fixed-term agreement is under no circumstances entitled to remain in the premises after the end of the stay.

4 - ARRIVAL AND DEPARTURE:

The client is requested to contact the receptionist at the residence a few days before arrival to arrange a mutually convenient rendez-vous. Unless otherwise agreed, the client arrives between **4 and 6 pm** on the day specified in the agreement with the payment receipt on which figure the details of the residence. In the event of late arrival or a last-minute delay, the client must inform the receptionist directly (see rental agreement for telephone number) or, if this is not possible, the Manager. **Arrivals after 7pm will incur a charge of 35€.** Services not provided through such delay entail no reimbursement.

Departure time is from **8:00am to 10:00am** on the day in question. A stay is defined as running from Saturday to Saturday, although exceptions may sometimes be made for in-week or weekend stays (please enquire).

5 - CANCELLATION

All cancellations by the client should be made in writing and sent recorded delivery which will entitle the client to the following reimbursements (excluding any agency booking fee) :

- more than 30 days before start of stay, 30% deposit not refunded;
- from 8 to 30 days, 50% of total amount retained;
- less than 8 days, 100% of total amount retained;
- no refund is made if the client does not arrive.

Except due to any delay in arrival, cancellation by the SARL CIGOURGUE incurs full repayment of all sums paid thitherto and payment of an indemnity equal to the penalty payment for which the client would have been liable if cancellation had been caused by the client at the same date. These terms do not however prevent an amicable settlement being reached.

6 - INTERRUPTION OF STAY:

If the client interrupts the stay, no refund is made.

7 - NUMBERS ACCOMMODATED:

The agreement covers the maximum number of people accommodated. If the number is exceeded, the supplier may refuse the extra clients. The agreement is then considered terminated through the client's fault and no refund is payable.

8 – PETS:

A maximum of two dogs of a maximum combined weight of 30kg, up to date with their vaccinations, only can be admitted to the accommodation provided they cause no disturbance to other clients or any damage. Any damage or disturbance caused remains the responsibility of the client. A supplement of 80€ per animal per week is payable. Animals are not allowed in the swimming pool area. Animals under the age of 1 year and cats are not admitted (Loi n° 70-598 du 9 juillet 1970 Article 10)

9 – INSURANCE:

The client is liable for all damage during his stay. It is advisable to make sure that personal insurance includes a "villégiature" clause covering damage to rented holiday accommodation.

10 - DEPOSIT AND INVENTORY:

It is agreed that an inventory of the rented premises be carried out jointly by the owner and the client at the beginning and end of the stay.

All loss or damage incurs payment of an indemnity.

On arrival, the client deposits **400 €** by way of guarantee, unless otherwise specified. An inventory is found in each apartment. It is the client's responsibility to advise of any problems, which may have not been seen on entry, within 24 hours of arrival. Beyond this time-limit any damage or loss will be invoiced to the client.

11 – LINEN RENTAL:

Towels and extra sheets may be rented on site (see list of supplementary services). Items (payable locally) should be ordered in advance.

12 - MISCELLANEOUS CHARGES:

Before leaving, the client must pay all excess charges directly to the owner (particularly for heating) and any holiday tax charged by the commune of Saint Vincent de Cosse that may apply (0,80€ / adult / night for 2021).

The client is liable for the cleaning of the premises during the stay and on departure. The client must leave the accommodation in the state that it was found on arrival. If the client does not wish to undertake this, the owner will charge a set rate (see list of supplementary services).

13 - CLAIMS:

No claim concerning a rental, an advertised description or an inventory, can be entertained by the SARL CIGOURGUE, beyond the second day of occupation.

We would appreciate if you could complete our customer satisfaction survey and return it to reception at the end of your stay.

edition : Nov 2021