

BOOKING TERMS AND CONDITIONS

Clients agree to abide by this rental agreement, to which the usual terms and conditions - including those cited below - apply. Clients who fail to do so will be invoiced for any damages and have their contract terminated (with no reimbursement of rental cost), should the letting agency see fit.

BOOKING:

Bookings are provisional until written confirmation of receipt of the deposit (25% of the total rent due) has been received by the client. Payment of this deposit means that clients must pay the balance of the total rent due, even in the event of cancellation. The booking is only guaranteed once the booking form has been signed and returned to the agency within 7 days, along with payment for insurance cover.

RENTAL COST - SECURITY DEPOSIT - VISITOR'S TAX:

The rental cost includes heating, water, electricity and agency fees. A security deposit is required for each booking to ensure that the property is left in good condition. This sum will be refunded within 2 weeks of clients vacating the property, with deductions being made for any damage incurred, breakages, or to meet the cost of cleaning bed linen. Clients may, 48 hours prior to departure, make an appointment with the agency for an outgoing inventory - a service which costs 16 €, payable in advance. Like many other resorts, the commune of LA CLUSAZ has introduced a Visitor's Tax, the exact rate of which is decided by the local council and payable when uplifting keys.

WELCOME AND HANDING OVER OF KEYS:

Welcome and handing over of keys takes place at the agency offices between 4pm and 6pm, once the remaining balance of the booking, security deposit and Visitor's Tax have been paid. The agency may, in exceptional circumstances, allow clients to take possession of the rented accommodation out with these times, provided the balance of the total rental cost has been paid at least a week before the start of the rental period and that the security deposit has also been paid by cheque or banker's card. Due to the large number of arrivals at any one time it is not possible for agency staff to accompany clients to their accommodation. As a result, a map - as well as details of the furnished accommodation and how to use the equipment provided - is given when uplifting keys.

INVENTORY OF FIXTURES:

Given the large number of arrivals and departures on any one day, the agency cannot, unfortunately, inspect accommodation and carry out an inventory of fixtures with clients. Inventories are systematically carried out before clients arrive and on departure, before keys are given to the following clients or (if the accommodation is not being immediately re-let) within 48 hours. Each furnished property has its own full inventory listing of furnishings and equipment. Any complaints regarding the accommodation and/or inventory must be made in writing to the agency within 48 hours of uplifting the keys. Failure to do so means that the accommodation, inventory and equipment will all be considered to be satisfactory and to have been accepted by clients.

EQUIPMENT IN FURNISHED ACCOMMODATION:

Accommodation comes fully furnished and is equipped with enough cooking/eating utensils/crockery to cater for the maximum number of people stated on the booking form. Blankets are provided; clients however are requested to bring their own sheets and household linen.

DURING YOUR STAY:

Clients will be the sole occupants of the accommodation and may not lend or sub-let the accommodation to a third party, even free of charge. No commercial or professional activity is permitted in the property. Clients agree to respect the rules and internal regulations of the property and it is expected that they will also agree to be considerate tenants when staying in the property by not acting in any way which would cause disturbance to those residents in neighboring properties either during the day or by night. The accommodation may not, AT ANY TIME, be occupied by a greater number of people than that stated on the booking form, to which equipment and utensils supplied corresponds. Disregard for this stipulation will result in immediate termination of the contract, with no reimbursement of rental cost. Property owners shall not be liable to clients for any temporary defect or stoppage in amenities - particularly heating, hot and cold water and electricity - or in respect of the supply of public services to the property such as snow clearance, water, electricity etc. Clients will not be entitled to a reduction in rental cost where non-provision of, or breakdown in, such services have occurred through no fault of the owners. Likewise, the agency cannot be held responsible for any lack of, or reduction in, services which are beyond its control; the same applies to delays imposed by any firm carrying out repair work on the property. Clients will be held responsible for damage caused to the property by freezing weather or flood as a result of their own inattentiveness and/or carelessness. The cost of all repairs incurred through personal negligence, failure to take good care of the property or general misuse of the accommodation during their stay, will be met by clients. Clients are requested to be considerate tenants in terms of energy saving. Pets are not allowed in the property unless this has been agreed by the agency. The agency reserves the right to visit the property and show prospective clients round during the rental period and particularly in the event of the property being put up for sale.

INSURANCE:

Clients must take out comprehensive 'holiday rental' contents insurance to cover the owner's furniture, either through their own insurance provider (clients must supply us with a copy of the alternative policy), or with the insurance company whose details can be found with the booking form. Taking out this insurance covers clients for: the advance paid when booking the accommodation in case of cancellation, unpaid rent in the event of the holiday having to be curtailed, damage to furnishings with a franchise policy of 100 €, as well as third party liability during the rental period.

VACATING THE PROPERTY:

When leaving, clients should leave the accommodation clean and tidy, lock up carefully behind them and return the keys to the agency offices no later than 10am on the day stated in the contract.

COMPETENT JURISDICTION:

This contract is governed by French law in every particular, including formation and interpretation and shall be deemed to have been made in France. Any proceedings arising out of or in connection with this contract may be brought before Annecy court of law, considered to be the only court of competent jurisdiction.