

General Terms and conditions for room rentals in Chambres d'Hôtes "Chalet l'Envala"

1 Reception : The owner agrees to welcome himself the Customer and to provide all the necessary attention to facilitate their stay.

2 Stay: The Customer signing this contract for a fixed period , shall under no circumstances invoke the right to remain on the premises at the end of his contractual period

3 Contract effectiveness : The rental agreement will go into effect as of the moment the owner has received before the indicated date in the main contract

- the advance payment representing one third of the total booked period
- the contract duly signed and dated (a copy is to be kept by yourselves) and

The service will in no way benefit , even partially, to third parties, natural or legal persons . Any breach of this clause would be likely to result in immediate termination of the rental to the exclusive fault of the customer with the rental fee to be -and without recourse- duly paid to the Owner.

4 cancellation conditions : Cancellation by the Customer : all cancellation has to be notified in written to the owner.

The downpayment will be kept by the Owner. The total amount may be due at the discretion of the Owner if the cancellation comes less than 30 days before the arrival date. If without previous approval by the Owner, the Customer does not show up by 19hr on the contractual arrival day, the present contract will become void and the Owner may re-allocate the rooms otherwise. The downpayment will as well be retained by the Owner.

Interruption of Stay : In case of shortened stay, the total rental price will remain entirely due with the owner. There will be no refund.

In the event of cancellation by the Owner: The owner will endeavor to provide an equivalent room. If there is no other room to offer he will pay the Customer, as a penalty clause, damages whose amount will be equal to twice the amount collected on the day of booking.

5 Arrival : The Customer shall arrive on the said day and by the time mentioned in the contract . If the Customer will notify the Owner if he will arrive after 19 hrs, or if delayed versus indicated time. (An inventory of the room can be made on arrival and departure)

6 Payment of the balance : the balance shall be paid on arrival, before entering the premises. Consumption and additional services not mentioned in this contract will be settled for to the owner at the end of stay.

7 Taxe de Séjour: the tax is a local tax. The owner is the tax collector

8 Use of premises : the Customer must respect the peaceful character of the site and make use of it as per its intended purpose . Parents are requested to exercise their authority over their children in order to preserve the quietness / peacefulness , otherwise we reserve the right to intervene .

In case of damage to goods during the stay of the Customer, only the owner is qualified to carry out the repair and / or replacement of such assets . The owner is -on presentation of proof- entitled to claim from the total value of the replacement and / or repair of such damaged assets or other.

The Customer shall report to the owner any damage or breakage that occurred during his stay. The customer is committed to remit the room(s) in good condition at the end of his stay. During his stay , the Customer will comply with the different instructions displayed in the room.

The use of cots , high chair, baby bath will be the sole responsibility of the parents.

9 The rental room capacity shall be respected: The owner refuses all additional people. This refusal will in no way be considered as a breach of contract. No refund can be claimed for such refusal.

10 Animals: The Customer is fully responsible for damages and nuisances generated by his animal.

11 Insurance: The Customer shall insure against rental risks (fire , water damage ...) either by a "holiday" extension insurance or by a specific contract limited to his stay

12. Internet Access: An internet access point is made available. Thank you for using it with the best ethics' approach to stay within the law governing this contract. Do not download files. (Wifi is stopped between 10 pm and 07 am)

13 Other:

- The Customer shall exercise all due care on children.
- The Chalet l'Envala is a 'non smoking' place
- Food and / or beverages are prohibited in the rooms