

www.leboisdelareine.com

The offers to stay on the website www.leboisdelareine.com, governed by these general terms and conditions of sales, are proposed by the Residence Le Bois de La Reine, SAS with a capital of 76.000 €, RCS of Clermont-Ferrand 792 856 015, sise RD 149 avenue du Sancy – SUPER BESSE – 63610 BESSE ET SAINT-ANASTAISE.

Price conditions

The prices are in Euro and included VAT. They are indicated subject to error or omission.
The prices do not include the deposit of the apartment.

Reservation conditions

⑤ Duration of stay

The client who signs the present contract concluded for a determinate period will not be allowed to claim to have the right to remain in the place.

⑤ Prepayment / Guarantee

A prepayment equal to :

- 30 % of the total amount of the stay if the reservation is made more than 30 days and the balance on D-15.
- 100 % within 15 days will be collected by the residence to confirm and guarantee the reservation

⑤ Capacity of the apartments

The occupation of the accommodation is strictly limited at the number of people corresponding to the typology of the apartment. (Example : 2 rooms 2/4 equals 4 occupants maximum, the ideal being 2/3 occupants). The children or babies are considered as individuel occupants.

If the number of occupants exceeds the capacity stated, the residence can refuse the extra persons. Any contract modification or cancellation will be considered at the client's initiative.

⑤ Deposit

A deposit of 300€ will be required on your arrival.

When the tenant arrives at the rented promises, the tenant must fill the inventory which is in the apartment.

Any missing or degraded element must imperatively be listed on the inventory document provided by the residence and whose faithful establishment is incumbent on the tenant.

The lack of communication of the state in the premises will deprive the tenant of any dispute and presume the good condition of the accommodation when entering the place.

A housing control will be done by the personnel of the residence after the client's departure by the inter-rental cleaning team.

If the condition of the accommodation proves to be conformity with the document established at the entrance to the premises by the tenant. The deposit will be return within 15days

In the event of deterioration, damage or any missing equipments not handed in the entry inventory, a corresponding invoice to the cost of repair or replacement will be sent to the tenant.

Settlement within 15 days will result in the return to the tenant of the deposit cheque.

Without payment within the time limit, the deposit cheque will be cashed and the balance will be refunded to the tenant.

⑤ Services included in the price

The stays include : accommodation, bed linen, television, baby cot and baby chair (on request and if availability), access swimming pool (in summer), parking outdoor, ski locker for each apartment, heating, water, electricity and wifi internet access.

RD 149 - Avenue du Sancy - 63610 SUPER-BESSE

Tél. : **04 73 88 54 05** - Email : contact@leboisdelareine.com

⑤ Services non included in the price

The location of the towels linen, the end of stay cleaning service, local tax, sauna (on appointment), pet (1 only per apartment), cleaning products, washing machine, dryer, beverage and sweets distributors, games (babyfoot, pool, pintball, etc.).

Absence of a right of withdrawal

The legal provisions relating to distance selling provided by the consumer code that the right of withdrawal does not apply to the provision accommodation, transport, catering or leisure services that must be provided on a given date or according to a specified periodicity. (Article L 121-20-4 of the french customer code)

Therefore, for any service order made with the residence le Bois de la Reine, you have not right of withdrawal.

Cancellation policy

All cancellation must be sent by registered letter to the Residence.

- If cancelled up to 30 days before the date of arrival, the Residence Le Bois de la Reine does not charge any fees on the credit card provided.
- If cancelled up to 14 days before the date of arrival, the Residence charges the credit card provided 50 % of the total amount of the reservation.
- If cancelled up to 8 days before the date of arrival, the Residence charges the credit card provided 75 % of the total amount of the reservation.
- In case of late cancellation or no show, the Residence charges the total amount of the reservation on the credit card provided.
- Any early departure will not lead to any refund. The rental price remains acquired at the residence.

Arrival at the site

⑤ Use of the site

The tenant will ensure the peaceful character of the rent and use it in accordance with the purpose of the place.

The rent can not be used for other purpose than those housing, any commercial activity, artisanal or professional are not allowed.

All subletting is prohibited .

A document entitled “stay Informations” with the essentiel information is given to the tenant.

To allow a pleasant stay to all successive tenants, each tenant undertakes to respect the following obligations:

- The occupant will preserve the equipment of the apartment and agrees to leave it entirely clean at the end of his stay.
- The furnitures should be left in place as your arrival.
- The day before your departure, defrost the fridge before cleaning
- The dishwasher should be empty and clean, tidy the dishes in the cupboards.
- The bins must be empty, respect the selective waste sorting at the entrance of the residence parking.
- The day of departure, the sheets, duvet covers and pillowcases are folded and reported at the reception to check
- The duvets must be folded and placed on the beds. Those should be clean. Otherwise, Reported dirty or deteriorated will be invoiced 10 euros cleaning.
- The departure takes between 8h00 and 10h00, the keys should be handover at the reception.

Failure to comply the respect previous prescriptions, Otherwise, the final cleaning will be charged at these rates below:
ST2/4 and 2P2/4 : 55,00 € ; ST4/6 : 60,00 € ; 2P4/6 : 65,00 € ; 3P6/8 : 85 €

⑤ Accueil des Animaux

The occupant can stay with a pet.

When booking, the client must declare it at the residence for an additional fee.

In case of presence of animal in a rent, the end of stay cleaning will be provided exclusively by the occupant.

The specific rules for pets may be specified by the residence in the rules of procedure displayed in the establishment.

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Force Majeure

The Residence Le Bois de la Reine will not be responsible for the non-performance of any obligation at the end of an order. If this non-performance result from a case of force majeure which is an unpredictable and insurmountable event beyond the control of the residence le bois de la reine and making the performance of the obligations of the contract impossible.

Complaint

During the stay, the possible complaints must be formulated to the manager so that a solution can be quickly brought to you. Do not hesitate to write us, If possible within 30 days after your return to:

SAS Résidence Le Bois de La Reine – RD 149 avec du Sancy – 63610 SUPER BESSE.

Mediation

The tenant shall be informed of the possibility offered to him by the article L.612-1 of the consumer code only in the event of a dispute resulting from the rental to have recourse to a consumer mediator :

MEDIATION TOURISME ET VOYAGE

BP 80303

75823 PARIS Cedex 17

<http://www.mtv.travel/>

The tenant is informed that the referral to the mediator can only take place after having tried beforehand to resolve the dispute directly with the Residence le Bois de la Reine by a written complaint.

Confidentiality

In respect of your privacy and protection of the information which you provide to it, la Residence Le Bois de le reine respects the legislation and undertakes not to communicate them to thirds for commercial purposes.

