***TERMS AND CONDITIONS - EXPANDED CENTRAL BOOKING SYSTEM***

***AILLONS-MARGERIAZ/CŒUR DES BAUGES - HOLIDAY RENTALS***

***Article 1* - Description**: Article 1 - Presentation: within the framework of the Tourism Code, the Tourist Office Grand Chambéry Alpes Tourisme (EPIC - Etablissement public à caractère industriel et commercial immatriculé au registre des opérateurs de voyages et de séjours sous le numéro organisme de tourisme autorisé Atout France IMO 73140014 / SIRET 793 757 477 000 1375) – (Garant : APST - 15 av. Carnot - 75017 Paris - tél : 01 44 09 25 35 - Assureur : AXA - 41 place de la Gare- 73000 CHAMBERY - tél : 04 79 62 05 45) can ensure the reservation and sale of all types of services, leisure and hospitality for their members in their areas of intervention. The Tourist Office can ensure the booking and sale of all types of services, leisure and hospitality for their members in their areas of intervention. The Office intervenes as agents of owners or resellers of other services integrated into tourist packages.

***Article 2*** - **Responsibility**: The Tourist Information Office cited above can not be held responsible in cases of unforeseen circumstances, force majeure or third parties acting outside of the organisation or service.

***Article 3 -* Length of stay**: The client having signed the present contract made for a specific period of time may not under any circumstances exercise their right to remain in the premises at the end of the stay.

***Article 4 -* Reservation and payment**: Reservations are only confirmed once the client has paid a deposit of 25% of the total amount, together with any administration fees (the amount of which is indicated in the rental contract). Paying online: the client must confirm that they have read and understood the Terms and Conditions on the internet site when making the payment. The reservation confirmation email will act as proof of this. The contract agreed between the parties can in no case, even in part, benefit third parties, whether it be individuals or legal entities, without written agreement from one of the Tourist Information Offices. Clients who do not comply with these regulations will be considered as having cancelled their stay, without prior written consent. For holiday rentals, the balance is to be paid 21 days prior to the start of the stay. If payment is not received within 10 days, the credit card used to pay the deposit will be debited automatically. Clients who do not have internet access must pay the remaining balance by cheque made payable to " Régie A/R – Centrale de réservation – GCAT". For reservations made less than 21 days before the start of the stay, the amount must be paid in full when making the reservation. For "all-inclusive" services, the balance is to be paid on the day of arrival.

***Article 5 -* Arrival**: The client must arrive on the date and at the time specified on the present contract. Clients who will be arriving late or are delayed must inform the proprietor or activity provider beforehand.

***Article 6 - Departure***: The client must vacate the premises on the date and at the time specified on the contract.

***Article 7 -* Use of the premises:** The client must respect the tranquillity of the surrounding area throughout the rental period and only use the property in a manner for which it was intended. The client must comply with all rules and regulations of the premises and any other regulations in place, including noise levels, drying laundry, cleanliness, rubbish collection and parking. The client must never put objects in the sinks, bath or toilets which are likely to cause blockages. In such cases, the client will be held liable for any costs incurred for repairs.

***Article 8 - Inventory for holiday rentals***: a joint inventory of the premises is established and signed by both the client and proprietor or their representative on arrival and departure. The inventory is the sole reference in the event of litigation. The state of cleanliness of the premises must be noted in the inventory. The client is responsible for cleaning the premises throughout the rental period and before departure.

***Article 9 -* Security deposit**: On arrival, the client must pay the proprietor a security deposit, the amount of which is indicated on the rental contract. Upon departure, a joint inspection of the property will be carried out and the deposit returned either on the same day or within 8 days (minus the costs for the repair of any damage caused during the rental period).

In the event of early departure (before the time indicated on the rental contract) where a joint inspection is not possible on the day of departure, the proprietor will return the security deposit within 8 days.

***Article 10 -* Capacity**: The present contract has been established for a maximum capacity of people. If the number of guests exceeds the maximum capacity indicated on the rental contract, the proprietor reserves the right to refuse people in excess of this limit. Any modification or breach of the contract will be deemed to be at the client's initiative.

***Article 11 -* Animals**: The present contract stipulates if the client may or may not bring pets onto the premises. If the client fails to comply with this clause, the proprietor reserves the right to cancel the rental. In this event, no refunds will be given.

***Article 12 -* Insurance**: The client is responsible for any damage caused during their stay. The client is required to take out holiday insurance covering this type of risk.The proprietor reserves the right to request a copy of the insurance certificate.

***Article 13 -* Payment of service charges**: At the end of the rental period, the client must pay the proprietor all outstanding service charges not included in the price of rental. (e.g.: holiday tax). The calculation of these amounts is indicated on either the rental contract or property description sheet. The client will be provided with a receipt from the proprietor for these charges.

***Article 14 -* Litigation:** Clients must submit any complaints regarding the rental to Tourist Information Office within 2 days of their arrival. Tourist Information Office will endeavour to find a solution. All other complaints must be sent in writing as soon as possible.

***Article 15 -* Key handover**: The proprietor will hand over keys to the premises to the client on the date and at the time specified in the present contract. The keys can in no case be handed over at Tourist Information Office, which merely act as an intermediary. Clients who will be arriving late, are delayed or are unable to attend at the last minute must inform the proprietor, whose contact details can be found on the booking confirmation, sent after payment of the deposit is received.

***Article 16*** - **Prices:**

"Holiday rentals": prices only include the holiday rental.

"All-inclusive package": prices include holiday rental and any other elements included for the duration of the stay, as well as any other optional extras reserved via the Tourist Information Office.

***Article 17 - Cancellation by the client***: Any cancellation on the part of the client must be made in writing by registered post to Tourist Information Office. The date of cancellation will be recorded and used to determine any outstanding fees payable according to the following:

Regardless of the reason for cancellation, the deposit is retained by the proprietor once the contract has been signed by the client, regardless of the date of cancellation.

- If the cancellation is made more than 30 days before arrival, the client will be invoiced €16 for administration fees.

- If the cancellation is made less than 30 days before arrival, the client must pay the remaining balance.

- If the client does not arrive within 24 hours of the arrival date indicated on the contract, the present contract becomes null and void and the proprietor may re-let the premises. If the balance remains outstanding, the client must pay any monies owed within 8 days. The deposit will also be retained by the proprietor.

- If the stay is shortened for any reason, the full price of the rental is retained by the proprietor. No refunds shall be made.

***Article 18 -* Cancellation by the proprietor**: The proprietor will reimburse the client all monies paid, together with compensation at least equal to that which the client would have paid if the cancellation had made on the part of the client at this date.

***Article 19 -* Substantial modification of the contract by Tourist Information Offices**: Tourist Information Office is obligated to substantially modify part of the contract before the start of the agreed arrival date, the client, after having been informed beforehand by Tourist Information Office in writing by registered post, can:

. either terminate the contract and request an immediate refund of any monies paid, without penalty;

. or accept the modification to or substitution of the rental property by Tourist Information Office. In this event, an amendment will be added to the original contract specifying any modifications made and will be signed by the parties.

Any decrease in price will be deducted from any outstanding balance payable by the client and, if the payment which has already been made by the client exceeds the price of the modified service, the overpayment will be refunded to the client.

These provisions shall not apply in the event that an amicable agreement has already been reached whereby the client has accepted a substitution of the service made by Tourist Information Office.

**Article 20 – Activities or events included in the all-inclusive package:** The activity or event will take place subject to a sufficient number of participants and suitable weather conditions. This decision can only be made by the organiser of the activity or event. In the event of cancellation, the client will be informed 4 days prior to the activity or event and will be refunded in full. The client will not be entitled to claim any compensation during the stay.