

# GENERAL TERMS AND CONDITIONS OF SALE OF COTTAGES L'ÉRABLE



## 1. ARRIVAL POLICY

The keys to the accommodation are handed over from 4:00 p.m. to 6:00 p.m.

## 2. DEPARTURE POLICY

The room must be vacated no later than 10:00 a.m.

## 3. PRICES AND PAYMENT

**3.1** - Payment for the stay is made according to the terms indicated at the time of booking, such as the total amount, any service charges and the applicable cancellation conditions. Cancellation and modification conditions vary according to the type of reservation and the rates selected.

### A) Standard Rate

All reservations must be guaranteed by a credit card valid on the date of the start of the stay.

- A deposit of 50% of the total amount will be taken at the time of booking, up to 28 days before the date of your arrival.
- The balance, 50% of the total amount will be taken or to be paid on your arrival.
- 100% of the total will be charged for a reservation less than 28 days from the date of arrival.

### Modifications:

For any modification concerning the number of people, or the dates of stay, contact us directly, we will try to satisfy you according to our availability.

### Cancellation:

No cancellation fees apply if the reservation is cancelled up to 30 days before the arrival date. After this period, the amount paid will not be refunded, with the exception of any cancellation fees specific to the payment method used (e.g. bank fees / payment platform fees).

### B) Non-Cancellable Rate

All reservations must be guaranteed by a credit card valid on the date of the start of the stay.

100% of the amount will be charged when booking.

### Modifications:

No modification is possible for this price

### Cancelation:

Any cancellation on your part will result in cancellation fees fully payable by you and without any possibility of reimbursement. Cancellation fees correspond to the total amount of the reservation.

**3.2** - Additional charges, such as local taxes, service charges, or security deposits, may apply. They will be clearly indicated when booking.

## **4. RESERVATION**

**4.1** - By making a reservation on our website, you accept these general conditions of sale.

**4.2** - To book a stay, please provide accurate and complete information, such as your personal details, desired dates of stay, number of occupants, etc.

**4.3** - The reservation is confirmed only after receipt of a confirmation from us, together with the payment details. If you ever do not receive this email, please contact us by phone at +33. (0)6. 48. 66. 76. 42 or by email: [infos@gites-erable-alsace.com](mailto:infos@gites-erable-alsace.com)

## **5. RESPONSIBILITIES OF OCCUPANTS**

**5.1** - Occupants are expected to abide by the host's rules and policies during their stay. (Conditions - Welcome booklet - available on our website)

**5.2** - Occupants are responsible for the cleanliness and condition of the accommodation during their stay. Any damage caused to the property or accommodation will be charged to you.

**5.3** - Occupants are responsible for the security of their personal belongings. The establishment declines all responsibility in the event of loss, theft or damage.

**5.4** - The rental is granted for a fixed period, for the exclusive use of temporary residence or tourism, and may under no circumstances constitute a principal residence. This rental is granted for a period strictly limited to [X] nights, for tourist or temporary use. The tenant agrees to vacate the premises on the agreed date and time, without any reminder being necessary. Any occupancy beyond this period will be considered illegal and will be subject to immediate eviction proceedings, in accordance with Article 38 of Law No. 2018-1021 and Article L. 324-1-1 of the Tourism Code.

## **6. RESPONSABILITES DE L'HÉBERGEUR**

**6.1** - We are committed to providing quality service and making your stay enjoyable. However, we cannot be held responsible for disruptions or incidents beyond our control.

**6.2** - In the event of any problem or complaint during your stay, please inform us immediately so that we can take the appropriate measures to remedy the inconvenient situation. We recommend that you carefully read the general conditions of sale and our welcome booklet before booking your stay. If you have any questions, do not hesitate to contact us for further information.