



## GENERAL TERMS AND CONDITIONS FOR RENTAL 2019

The first payment is considered as "Good for agreement" for the below conditions.

### RENTAL

RENTAL is per week from Saturday to Saturday, with arrival as from 17.00hrs and departure before 10.00hrs (a minimum of 1 week between 29/06/2019 and 30/08/2019).

Sans réservation préalable à votre date d'arrivée, seuls les chalets prêts à la location sont proposés.

Outside of those periods, a minimum of 2 nights depending on our availabilities. Arrivals are from 14.00hrs and departures before 10.00hrs. Any keys returned after 10.00hrs will result in the billing of an extra night. Arrivals must be made during the reception desk opening hours. **Any arrival entailing a delay of up to 24 hours must be advised within that period by letter or by E-mail, failing which the booking will be cancelled without any refund.**

Blankets, draw sheets and pillows are provided in all accommodation units. Smoking is prohibited inside the chalets. Motorhomes are not allowed in the village.

### BOOKING / PAYMENT

#### **BOOKING CONDITIONS**

Without written confirmation (by E-mail or by letter), booking options have no contractual value and are cancelled without penalty on either side once the deadline agreed upon has been exceeded (refer to the contract).

Confirmation of your booking by your payment serves as "valid for agreement" of our general terms. Payment includes:

- the annual administrative costs of €30, all channels. These costs are payable only once every season, irrespective of the number of bookings made, under the same identity (same name and same address);
- a down payment corresponding to 30% of the price for the rental of the chalet;
- cancellation insurance, civil liability, assistance, repatriation if you wish to take out this insurance.

Upon settlement of the remainder the following will also be included:

- the residence tax (per night and per person aged over 18);
- the end of stay cleaning (for the rates, refer to the paragraph "Inventory");
- the Club Card (per day and per person).

Preferences indicated at the time of booking (position, orientation, chalet number, etc.) are taken into account and met depending on availabilities. The description of the equipment or amenities of a chalet is not contractual and may be subject to change. The dates of the stay under a booking are defined in the booking contract signed. In the event of any late arrival or premature departure, no refund will be made by the Management Company which may promptly rent the chalet.

The responsibility of SAS La Jenny Vacances is limited to its rental management activities from chalets and bicycles.

Ancillary sales (hire of cots, high chairs, baby baths, sheets, deckchairs, bicycles) are firm and final and cannot in any circumstances give rise to any refund.

#### **PAYMENT OF THE REMAINDER**

The full price of your rental and any additional services is to be paid:

- 30 days before the start of your stay. Failure to make payment before that deadline will result in the cancellation of your booking;
- or immediately for any booking made less than 30 days prior to the start of the stay.

Your commitment therefore becomes final as from the 30<sup>th</sup> day prior to your stay.

The commitment of the Management Company becomes final upon the sending of its booking confirmation.

#### **MEANS OF PAYMENT**

For any booking by telephone:

- up to the 30<sup>th</sup> day prior to your stay, you can pay by bank card, cheque, bank wire transfer or holiday voucher. Holiday vouchers must be in the name of the holder or of the people accompanying the holder.
- less than 30 days prior to your stay, you must pay 100% of the amount of your stay, by bank card only. Cheques are not accepted.
- any booking taken after July 1<sup>st</sup> is to be made on the same day.

For any online booking:

- by bank card - Bank cards accepted: Visa, Eurocard, MasterCard.

Payments are to be sent to the following address: La Jenny Vacances – Domaine Résidentiel de La Jenny-33680 Le Porge-France.

Payments by persons living outside of France must be made solely by bank card or by an international wire transfer indicating the booking number.

### YOUR STAY

A deposit of €600.00 is required and must be paid upon arrival, by bank card or by a French cheque only.

**OCCUPATION:** the number of people occupying the chalet, including visitors, must not exceed the number indicated in its description and validated in the rental contract. Visitors must be declared at the reception desk and pay for their entrance. **Pets** are accepted, depending on agreement, with one pet per chalet except for dogs of the 1<sup>st</sup> and 2<sup>nd</sup> category. They must be permanently held on a leash and are not allowed in the regulated areas of the beach, swimming pools, sports fields, children's club and shops. The vaccination book of dogs and cats must be up to date and presented upon arrival or upon request. Pets must be tattooed or microchipped. **Pets must not cause any disturbance or inconvenience to residents or adversely affect their safety.**

**INVENTORY:** given the large number of departures or arrivals at the same time, it is not possible for the Management Company to undertake the inventory of the premises rented in the presence of the tenant. Nevertheless, an inventory is systematically performed by our team between 10.00hrs and 17.00hrs between the departure and the arrival of each tenant.

A record of the inventory of the chalet performed by the Management Company will be given to the tenant upon arrival. The tenant will have 24 hours to note any modifications or claims before returning it to the reception desk, having dated and signed it. Failing any return within that time frame, the inventory drawn up by the Estate will be considered as having been accepted by the tenant. Upon departure, the tenant alone completes the inventory and hands it in to the reception desk. The Company reserves the right to challenge the inventory within 8 days. The deposit will be promptly returned. In the event of any deterioration, the costs of repairs will be for the account of the tenant and deducted, with the production of an invoice, from the refund of the deposit. Should the amount of the damage exceed that of the deposit, a registered letter enclosing the bills for repairs will be sent to the tenant concerned. The tenant will be required to settle the difference as soon as possible, failing which the Estate reserves the right to undertake the corresponding legal proceedings for collection.

We draw your attention to the fact that it is always preferable to simply report any breakage, damage, stains on chairs, mattresses or blankets in order for any such incident to be settled together and to avoid any later dispute.

**DEPARTURE:** cleaning upon departure is a compulsory service that must be paid for upon booking (the rate is €45, €55 or €65 depending on the size of the chalet). Nevertheless, and despite the fact that the cleaning service is compulsory, the tenant must on the day of departure observe the following requirements, failing which they will be billed to him:

\* Crockery washed and put away (€20); \* Furniture in their original place / only the outdoor furniture (€10); \* Dustbins emptied / draw sheets thrown away (€10); \* Freezer compartment defrosted (refrigerator thermostat reset to 2)(€20); \* Oven/grill cleaned (€10); \* Blankets, pillows and mattresses free of stains and animal hairs (€20); \* Any equipment broken or lost replaced (an estimate will be prepared).

Failure to comply with these requirements will result in a deduction from the refund of the deposit according to the rates indicated.

**CANCELLATION:** Any incomplete booking (down payment not made in full) or left unpaid within the 7-day period will automatically be cancelled. There are no options in July and August but only definitive bookings. In the event of cancellation all the sums paid (administrative costs, deposit or full payment) remain with the Management Company.

In the event of cancellation for reasons incumbent upon the Estate, with the exception of Acts of God requiring it to cancel for safety reasons, the tenant will obtain the refund of all the amounts paid.

#### **CANCELLATION INSURANCE – CIVIL LIABILITY - ASSISTANCE – REPATRIATION** **(CABINET DE BELEM document attached)**

The cost of the insurance is 3.5% of the amount of the chalet, inclusive of VAT, with a minimum of €8.00.

We draw your attention that in case of non-subscription to this insurance, you certify when signing the reservation agreement or the payment of the deposit that **you hold a Civil Liability Insurance** (real estate and furniture).

This guarantee (real estate and furniture) allows you to cover the material and immaterial damages that you could cause on the rented property in our resort. You can obtain a certificate of your civil liability insurance (real estate and furniture) at your insurance company.

We thank you to send us this document by email at: [info@lajenny.fr](mailto:info@lajenny.fr) or by mail to be included in your reservation file.

#### **EXTRACT OF THE BYELAWS:**

**Tenants and their guests or people accompanying them undertake to strictly observe the naturist charter of LA JENNY, the byelaws and in particular the following points:**

- **Nudity** is the rule in the Village and compulsory on the beach, in the swimming pool, at the archery stand, on the golf course and for bowls.
- Peace and quiet in the Estate and silence in the residential zone between 22.00hrs and 7.00hrs must be observed.
- **Speed limits** are to be observed in the Village, with parking only in the authorised car parks.
- **Photographs and films** are strictly forbidden without the permission of people within the angle of sight. The Management reserves the right to confiscate the camera in the event of any infringement.
- Meetings and discussions of a religious, political or racial kind are strictly forbidden.

Failure to observe these rules, or any act, gesture, expression or attitude considered to be dubious or contrary to the naturist criteria, would result in compensation from the person concerned or in the immediate expulsion of that person. Parents are responsible for their children. Although it makes a constant effort to ensure supervision and guarding, the Estate declines any responsibility for thefts, accidents, claims and damage from the weather of which users may be the victims. Any incident would entail the civil liability of the client.