



GENERAL TERMS AND CONDITIONS FOR RENTAL 2023

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

RENTAL

The Domaine de La Jenny is open from 01 April to 30 September 2023. Between 01/07/2023 and 02/09/2023, the rental period must be at least one week: rentals are from Saturday to Saturday with an arrival from 5pm and a departure before 10am. Without prior reservation on your arrival date, only the chalets ready for rental will be offered.

Outside of those periods, a minimum of 2 nights depending on our availabilities. Arrivals are from 15.00hrs 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.** Blankets, draw sheets and pillows are provided in all accommodation units. Smoking is prohibited inside the chalets failure to do so will be charged. Motorhomes are not allowed in the village but can be parked on the parking area of the reception. Charging of electric vehicles is not allowed on the sockets of the rented chalets.

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 "reservation agreement").

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

- the annual administrative costs of €35. These costs are payable only once every season, irrespective of the number of bookings made with La Jenny Vacances, 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).

Optional: Sheet rental 18€/pair - Towel rental 14€ (1 small towel, 1 large towel, 1 bath mat).

Hotel services: Optional cleaning during your stay at regular intervals: on request at the reception. Cost according to the chosen service.

Breakfast (9:00 to 11:00) April to September (consult us).

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 signed booking contract. 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, wifi box, are firm and final are cannot in any circumstances give rise to any refund. Any modification of a reservation will be charged 50€.

In the event of a disagreement between the professional and the consumer, they shall endeavour to find an amicable solution. If no amicable agreement can be reached, the consumer may refer the matter free of charge to the consumer ombudsman to which the professional belongs, i.e. the Association of European Ombudsmen (AME CONSO), within a period of one year from the date of the written complaint sent to the professional. Referral to the consumer ombudsman must be made: either by completing the form provided for this purpose on the AME CONSO website: www.mediationconso-ame.com; or by mail addressed to AME CONSO, 11 Place Dauphine - 75001 PARIS.

You have the right to access, modify, rectify and delete data concerning you. To exercise this right, please send an email to info@lajenny.fr

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.

MEANS OF PAYMENT

For any booking by telephone:

- up to the 30th 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, only by bank card or instant transfer.

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 €800.00 is required and must be paid upon arrival, by bank card or by a French cheque only.

OCCUPATION / ANIMALS: 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 allowed, except for 1st and 2nd category dogs, in some chalets, according to agreement, up to a maximum of two pets per chalet. 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 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 La Jenny Vacances will be considered as having been accepted by the tenant. The deposit will be returned within 8 days. 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 €52, €68 or €84 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 (€10); ▪ Furniture in their original place / only the outdoor furniture (€10); ▪ Dustbins emptied / draw sheets thrown away (€10); ▪ 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 in the delay written in the reservation agreement 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. We remind you that without a cancellation insurance no refund is taken into account in case of cancellation. 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 INSURANCE (real estate and furniture). ASSISTANCE – REPATRIATION

We propose you an insurance policy from Cabinet De Belem (document attached) when you make your reservation. The amount of this insurance is 3.5% of the amount including VAT of the chalet rental and consists of:

Cancellation insurance, repatriation assistance and also a Civil Liability Insurance (real estate and furniture).

We draw your attention to the fact that in the event of non-subscription to this insurance, you certify when signing the reservation contract or paying the deposit that you are the holder of a Civil Liability Insurance (real estate and furniture).

This Civil Liability Insurance (real estate and furniture) covers you for material and immaterial damage that you may cause to the rented property in your holiday destination.

A certificate of your Civil Liability Insurance (real estate and furniture) is to be requested from your insurance company.

We thank you to send us this document by email at: 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 11 pm and 7.00 am must be observed.
- **Speed limits, 20km/h** 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.