

SARL VAGO
LE CLOS DES SONGES
24290 ST LEON SUR VEZERE

RULES OF PROCEDURE ☹

COMMITMENT OF THE RENTAL

- All the photos on the website are in line with the reality of the LE CLOS DES SONGES house and its environment.
- The price includes linen: sheets, towels, kitchen linen, river towels
- The beds are made on arrival
- If the house is rented for several weeks, extra linen will be provided every week
- The price includes water, electricity, heating, wood (except charcoal for barbecue), WIFI,
- On arrival you will find some products to start the stay (toilet paper, hand soap and dishes, tablets for dishwashers). **Their renewal by us is not included.**
- Cleaning at end of stay **except kitchen ☹**

TENANT'S COMMITMENT

- During the stay:
 - The house located in the center of the village, everyone undertakes to respect this calm and the tranquility of the other neighbours.
 - Outside persons are not allowed unless otherwise agreed by the owners
- At the end of your stay
 - Reordering all the furniture as he found it when he arrived, clean condition of the whole house ○ **Clean and tidy kitchen and kitchen equipment** (clean small and clean appliances, clean oven and microwave, drained dishwasher, dried and stored dishes, clean refrigerator, clean kitchen piano and worktop
 - Beds undone, sheets on the beds
 - Bins emptied and deposited in municipal containers
- **Report any deterioration of equipment occurring during your stay.** You will pay the amount on the spot at the end of your stay

CAPACITY OF ACCOMMODATION

The house can accommodate the maximum number of 11 people specified in the ad

- A cot can be added to the request
- See appendix for equipment details ☹

ANIMALS

- We don't accept animals.

DEPOSIT OF GUARANTEE / STATE OF THE PLACES

- A deposit of 500 euros (credit card) will be requested upon arrival
- Tenants will proceed at the beginning of their stay to an inventory of places and equipment on the basis of the paper inventory provided.
- The tenants will ensure the proper functioning of the equipment and will notify us of any malfunction within 48 hours after the handing over of the keys. No complaint concerning the house, the inventory of fixtures or the descriptive state will be admissible beyond the 2nd day of occupation.
- Any damage caused must be reported as soon as possible.

An inventory of the end of stay will be done by the renter after the departure of the tenants and the possible damages will then be billed within 7 days after departure. ☹

RESERVATION VIA RESERVATION PLATFORMS

The reservation and confirmation conditions are those detailed in the advert small print

DIRECT RESERVATIONS

- Your reservation is fully guaranteed once:
 - A deposit for 25% of the total amount of your rental has been paid by cheque or bank transfer
 - The lessor has received a copy of the contract which you have signed, sent either by email or the fastest postal option
- The remaining balance must be paid no later than the arrival day when the keys are provided. Payment can only be made by card or in cash.
- A deposit of 500 euros is payable on arrival via card pre-authorisation, this will be returned within the 8 days following the end of your stay once we have carried out an inspection of the premises and deductions for any possible damage have been applied.

LENGTH OF STAY

- Length of stay:
 - In very high and high season as well as during the French school holidays, minimum of 5 nights
 - In mid and low season, minimum of 2 nights
- **Arrival:** check-in on the first day from **17:00**. If an earlier arrival is possible, we will inform you.
- **Departure:** check-out is no later than **10:30** on the final day. A room can be made available if you would like to leave your bags somewhere and make the most of your final day

CANCELLATION FOR RESERVATIONS MADE VIA RESERVATION PLATFORMS

The cancellation conditions are those detailed in the terms of the relevant platform.

CANCELLATION OF DIRECT RESERVATIONS

- Cancellation on the part of the tenant:
 - cancellation up to 60 days before the beginning of the stay: no fees
 - cancellation up to 30 days before the beginning of the stay: the deposit will remain due, or 25% of the total fee
 - cancellation 30 to 11 days before the beginning of the stay: 50% of the total fee will remain due
 - cancellation 10 days before the beginning of the stay or on the agreed arrival day: 100% of the total fee will remain due
- Cancellation on the part of the lessor: said party will refund the sums already paid + compensation equal to the penalty which the tenant would have had to pay had he/she made the cancellation on the same date.
- Interruption of stay by the tenant: No refund.

In order to guard against cancellation, we suggest taking our cancellation insurance with your insurer or a specialist insurance provider. Certain bank cards include cancellation insurance.

INSURANCE

The tenants are responsible for the damages arising from them. Check that you benefit, through your personal insurance, from a so-called "holiday resort" insurance. Otherwise, we strongly recommend that you subscribe to one. ☞