

## General terms and conditions

### Your access in the apartment

The apartment will become available to you on Saturday (or the day appointed in the contract) between 1.45 PM and 6.45 PM. The tenant who wishes a different access date could ask for it by e-mail to the following address: [balconsurlamer@gmail.com](mailto:balconsurlamer@gmail.com). This service is subjected to an added fee covering the fees of staff transfer and availability, invoiced with 50 Euros. You will receive a contact number by e-mail.

### Warning

For security and by respect, we formally forbid you to exceed the maximum room capacity (children included).

In case of failure to respect these conditions, we will charge you with an extra amount of 90€ per night and per person.

### The tenant's main obligations

The tenant commits:

- to respect the maximum reception capacity of the room
- to maintain the cleanliness of shared spaces, hallway and entryway (trash bags, sand, beach materials, etc)
- to announce in advance any extra tenants, by mail or by e-mail and not to exceed the number of people authorized per apartment (children included)
- to respect the tranquility of the neighborhood between 10PM and 8AM
- to occupy the places only for private use, other than the exercise of any trade, profession or industry
- to avoid any acts of their own, their family or their friends, that could disturb the peace of the neighborhood or of the other occupants of the house
- not to make any modifications or changes in the arrangement of the furniture without permission from the lessor
- to immediately inform the lessor of any damage or deterioration taking place in the rented premises, even if they don't result in any apparent damages
- to recognize that the location is only offered to them as a temporary and leisure residence
- to understand that pets are not allowed without permission from the lessor
- to understand that they are responsible for any damage caused by themselves, their third parties or their pets

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Résidence, « Un Balcon sur la Mer » à Port-Vendres*

### Inventory of fixtures

At the arrival of the tenants, an inventory of fixtures will be made.

### Arrival at the apartment

The tenants will receive the keys to the apartment between 1.45 PM and 6.45 PM. Late arrivals will be billed with an extra 50 Euros. The keys cannot be left with a neighbor or a storekeeper.

### Departure from the apartment

Tenants will need to leave the apartment on the day agreed upon in the contract, at 10AM the latest. The keys will be left in the mailbox. The apartment will be returned in a clean and tidy state.

### Booking/Payment

The tenant will receive their lease contract by e-mail. They should then return it by e-mail, dated and signed, to the address [balconsurlamer@gmail.com](mailto:balconsurlamer@gmail.com). The reservation will become effective after the payment of the deposit totaling 30% of the rental fee, by bank transfer, in the 10 days following the signing of the contract. Bank transfer fees are completely under the responsibility of the customer. The reservations will be considered as final after having received the payment.

The amount to be paid will be fully transferred 30 days before the arrival day. As for the imposed fees, we wish to inform you that we do not accept credit cards.

In case of late registration during the high season (less than 30 days before the beginning of the stay) the reservation will require the full payment of the rent. In the absence of account or rent regulation in the imposed period, we will automatically cancel the reservation.

During the holiday period (high season July and August), the rentals will be made Saturday to Saturday. During this period and on demand, you have the option of arriving on Sunday, but this doesn't bring you any deductions.

### Cancellations

Any cancellation more than 30 days before the beginning of the stay will lead to an invoice of 30% from the price of the stay. If the cancellation occurs less than 30 days before the beginning of the stay, we will invoice 100% of the price of the stay. The customer is free to contract insurance for stay cancellation, assistance or interruption next to their own insurance.

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A premature departure doesn't bring you any reimbursement from our side.

If, because of circumstances which are independent of our will, we should be forced to cancel the reservation, the customer will be informed (as soon as possible) by registered letter with acknowledgement of receipt.

The full amount paid will be reimbursed in maximum 60 days after the notification of cancellation.

#### Cleaning of the rented places

Our prices do not include cleaning.

A fee of 50 Euros for the T3 and T2 apartments will be added to the rental contract and will be payable 30 days before your arrival, by bank transfer.

Daily maintenance is the tenant's responsibility.

#### Guarantee deposit

A guarantee deposit of 400€ will be requested at the arrival of the tenant. It will not produce interest and it will never be considered as payment of a portion of the rent.

The deposit will be reimbursed by mail, in maximum 30 days after departure and in maximum 60 days after departure in July and August, in full or in part if there are deductions caused by reparation fees.

#### Insurance

The tenant should have multiple-risk insurance with a well-known insurance company and offer proof of it at their arrival on the premises.

Therefore, we advise you to contact your insurance broker because the multi-risk insurance of your main residence may perhaps also apply to your holidays.

We decline any responsibility in case of theft, accident or any other damages.