

# General conditions of sale - Vakantiehuis Etoilevacances

We request that you read the following general conditions carefully. These conditions govern the sale of holidays, and take effect from the moment your booking is placed. By booking a holiday, you agree to comply fully with our general conditions.

## BOOKING CONDITIONS

The reservation becomes effective solely with the agreement of Vakantiehuis Etoilevacances, upon receipt of the deposit and either upon receipt of the booking contract duly completed and signed, or upon your agreeing to the general conditions of sale when booking on-line.

Vakantiehuis Etoilevacances offers family holidays, in the traditional sense, and the accommodation has been specially designed for this purpose.

Vakantiehuis Etoilevacances reserves the right to refuse any booking that might contravene or attempt to pervert this principle.

Booking of rented accommodation is made strictly on a personal basis. Under no circumstances may you sub-let or transfer your reservation without the prior consent of Vakantiehuis Etoilevacances.

Minors must be accompanied by their parents or legal guardians. The rental accommodation is fully equipped, even as the 2 Bed and Breakfasts. The basic package for the apartments is from 2 to 4 places, de basic package for the B&B is for 2 personnes.

Vakantiehuis Etoilevacances reserve the right to refuse access to the domain to groups or families whose number exceeds the capacity of the accommodation rented.

## BOOKING

Vakantiehuis Etoilevacances contacted reserves the right to examine booking requests before accepting or declining them.

## PRICES AND TOURIST TAX

The prices shown are effective for the 2023-2024 season. They correspond to one week (7 nights) and are quoted in euros, including VAT (see the price list on our website for what is included in our prices), the price for the B&B is for one night for 2 personnes, included breakfast for 2 personnes.

The tourist tax varies according to the local council and will be paid at the end of your holiday. The price may be modified without warning. On this moment Saint-Cezaire-Sur-Siagne do not ask taxe de séjour.

## CONDITIONS OF PAYMENT

For bookings made over 30 days before the start of the holiday, a deposit of 30% (min 100 euro) of the total price of the facilities booked must be paid to Vakantiehuis Etoilevacances at the time of booking. The balance must be paid to the camping no later than 30 days before the start of a holiday.

For bookings made less than 30 days before holiday start date, payment must be made in full at the time of booking with Vakantiehuis Etoilevacances.

## CANCELLATION AND ALTERATIONS

### 1. Booking alterations

Alterations to your booking may be made at no cost, subject to availability in the domain. In the absence of any notification from you regarding a change of arrival date, the

accommodation will be made available for sale again 24 hours after the arrival date specified on the contract, and you will consequently forfeit your booking.

### 2. Unused facilities

Any stay that is interrupted or cut short (late arrival, early departure) by you shall not give rise to reimbursement.

### 3. Cancellation by Vakantiehuis Etoilevacances.

In the event of cancellation by Vakantiehuis Etoilevacances, except in the case of force majeure\*, the stay will be reimbursed in full. This cancellation shall not however incur the payment of damages and interest.

### 4. Cancellation due to the renter.

In case of cancellation until 16 weeks before the arrival you can recover the advance - 10% administration fee. Between 4 and 16 weeks, this advance payment shall not be refunded. In case of cancellation within 4 weeks before the planned arrival date, you may not be entitled to a refund.

## YOUR STAY

1. Arrival: On the day of your arrival in the domain, you may check in from 4:00 pm to 7:00 pm, and you will be required to pay a deposit of 250 euro on being handed the keys to your accommodation.

2. During your stay: It is up to the renter to ensure they have insurance cover: renters are responsible for looking after their personal belongings (bicycles, etc...). Vakantiehuis Etoilevacances shall in no event be held liable in case of an incident involving renters' civil liability. All visitors must comply with the provisions of the internal regulations.

Each named tenant is responsible for disturbances and nuisance caused by persons staying with or visiting them.

3. Departure: On the day of departure specified in your contract, the rental accommodation must be vacated before 10:00 am. The accommodation shall be left perfectly clean, and the inventory may be checked. Any breakage or damage shall be payable by you, along with any repairs to the premises, if that should prove necessary.

The deposit shall be refunded to you within 14 days after the end of stay, after deduction of compensation retained, on production of supporting invoices, against possible damage ascertained during the departure inventory.

The retention of the deposit does not preclude additional compensation in the event of the expenses being greater than the amount of the deposit.

For any delayed departure, you may be charged for an additional day at the price applicable for that night.

## PETS

Pets are not permitted in Vakantiehuis Etoilevacances.

## DISPUTES

In the event of any dispute, the Grasse tribunal alone has jurisdiction.

Any potential complaint concerning non-compliance of facilities with regard to contractual obligations must be notified in writing (recorded delivery) to the management of Vakantiehuis Etoilevacances within 30 days of the end of the stay.

## VAKANTIEHUIS ETOILEVACANCES RESPONSIBILITY

The client acknowledges that Vakantiehuis Etoilevacances may not be held responsible for any false information supplied by its partners or by any third party that might be specified in the Vakantiehuis Etoilevacances brochure or on the Vakantiehuis Etoilevacances websites, concerning the residential premises, and particularly its photographs, descriptions, activities, leisure activities, services and dates of operation.

All photographs and text used in the brochure or on the Vakantiehuis Etoilevacances websites do not form part of any contractual obligation.

They are for information purposes only.

Certain activities and facilities offered by Vakantiehuis Etoilevacances and specified in the brochure description may be cancelled, particularly as a result to weather conditions or for reason of force majeure, as defined by French law.

## DATA PROCESSING AND LIBERTIES

The information that you provide us with at the time of your booking will not be transmitted to any third party. Vakantiehuis Etoilevacances shall treat this information as confidential. It shall be used solely by Vakantiehuis Etoilevacances internal services, for processing your order and to reinforce and personalise communication and the services offered to Vakantiehuis Etoilevacances clients concerning your centres of interest.

In accordance with the GDPR of 25 mai 2018, you have the right to access, amend and change personal data relating to you. To do this, simply write to us at the following address, stating your full name and address: Vakantiehuis Etoilevacances, 339, Chemin des Lauvières, 06530 Saint-Cézaire-sur-Siagne, France.



### \* Force majeure:

In the event of force majeure, whether of a permanent or temporary nature, the owner(s) shall be entitled to dissolve or temporarily suspend the agreement in whole or in part without the guest(s) being able to claim fulfilment and/or compensation. Force majeure shall include, but not be limited to : threat of war, war, insurrection, acts of war, strikes, boycotts, disturbances in the energy circuit, traffic or transport, government measures, scarcity of raw materials, natural disasters and furthermore all circumstances, extraordinary weather conditions, death of one of the owners or close relatives, etc., under which full or partial fulfilment of the agreement cannot be demanded of the owner(s) in all reasonableness and fairness.