

## General terms and conditions of sale

### General provisions

This contract is intended for the exclusive use of booking stays in the guest rooms at La Casa des Achards.

The best welcome will be reserved for guests.

The owner undertakes to welcome them personally with all due care to facilitate their stay and discovery of the region.

### Article 1 : Duration of the stay

The client who signs the present contract concluded for a fixed period may not under any circumstances claim any right to remain in the premises at the end of the stay.

### Article 2 : Conclusion of the contract

The reservation becomes effective as soon as the tenant has sent the owner a signed copy of the contract before the date indicated and a deposit of 25% of the total amount of the stay. The second copy of the contract is to be kept by the tenant. The prices do not include tourist tax.

### Article 3 : Absence of withdrawal

For reservations made by mail, telephone or internet, the tenant does not benefit from the withdrawal period, and this in accordance with article L121-21-8 of the consumer code relating in particular to the provision of accommodation services supplied on a specific date or at a specific time.

### Article 4 : Withdrawal by the tenant

Any cancellation must be notified to the owner by e-mail or telephone.

(a) Cancellation before the beginning of the stay :  
if the cancellation occurs more than 24 hours before the beginning of the stay, the deposit remains with the owner; If the cancellation occurs less than 24 hours before the start of the stay, the deposit remains with the owner who will also request payment of the balance of the price of the stay.

(b) If the client does not show up before 7 p.m. on the day the stay is due to begin, the present contract becomes ineffective and the owner may dispose of his guest rooms. The deposit remains the property of the owner who reserves the right to claim the balance of the price of the stay.

(c) In the event of a shortened stay, the price corresponding to the initial stay shall be retained in full by the owner. Any additional services not consumed will be refunded.

### Article 5 : Cancellation by the owner

The owner will refund to the tenant the totality of the sums paid, as well as an indemnity at least equal to that which the tenant would have supported if the cancellation had occurred by him at this date.

### Article 6 : Arrival

The tenant must arrive on the day and at the time specified on the present contract. In case of late or delayed arrival, the tenant must inform the owner.

### Article 7 : Payment of the balance

The balance is to be paid at the entrance in the premises. Consumption and additional services not mentioned in this contract must be paid to the owner at the end of the stay.

### Article 8 : Use of the premises

The tenant is responsible for the peaceful nature of the premises and use them in accordance with their purpose. On departure, the tenant undertakes to return the rooms in good condition and as clean as they were on arrival.

### Article 9 : Capacity

This contract is established for a specific number of guests. If the number of guests exceeds this number, the owner can refuse additional guests. This refusal can in no way be considered as a modification or a breach of the contract on the owner's initiative, so that in the event of the departure of more guests than those refused, no refund can be considered.

### Article 10 : Pets

The present contract specifies that the tenant cannot be accompanied by a domestic animal. If the tenant does not respect this clause, the owner can refuse the stay. In this case, no refund will be made.

### Article 11 : Insurance

The tenant is responsible for all the damages occurring by his own responsibility. He is required to be insured by an insurance contract for these different risks.

### Article 12 : Claims

For all the disagreements arising from the execution or the interruption of the present contract the court of justice of Grenoble is competent.