

# Terms and conditions

Each holiday must be booked online, together with a detailed quote.

Reservations are made by name and reserved for the exclusive use of seasonal chalet rental. Under no circumstances may the tenant claim any right to remain in the property at the end of the stay. Under no circumstances may the rental be transferred to a third party, except with the prior agreement of the owner.

## Rental conditions:

The reservation becomes effective when the customer has paid the owner a deposit of 30% of the price of the stay plus administration costs. The balance of the rental must be paid 1 month before the start of the holiday or the contract will be cancelled.

In the case of last-minute bookings, the full amount of the stay is payable at the time of booking.

If the tenant delays his/her arrival, he/she must inform the owner. In the event of a shortened stay, the rental price remains the property of the owner. No refund will be made.

The tenant must ensure the peaceful nature of the rental property and use it in accordance with its intended purpose. All chalets are designed and insured to accommodate a maximum of 5 people (except the Star model, which can accommodate 6 people). No exceptions will be made.

On the day of departure, i.e. in high season on Saturday before 10.00 am, the security deposit will be refunded to the tenant after an inventory has been made, less any loss, damage or cost of restoring the property to its original state.

The chalet must be returned in a clean and tidy condition.

## Arrivals, inventory of fixtures, security deposit and departures:

Arrivals are on Saturdays from 5.00 pm. After registration and deposit of a security deposit (see current year's price list), the inventory is made by the tenant and handed to reception after approval. This is the only reference in the event of a dispute concerning the inventory of fixtures.

On the day of departure, i.e. Saturday before 10.00 am, the security deposit is refunded to the tenant after the inventory has been made, less any losses, damage or the cost of restoring the premises.

In the event of early departure preventing the inventory from being carried out, the security deposit will be sent by the owner within a period not exceeding one week. Holidaymakers are responsible for cleaning the premises during the rental period and before their departure.

Late arrivals (after 7.00 pm) are only accepted if the owner has been informed.

## Insurance and animals:

Customers are responsible for all damage caused by themselves. They are asked to check that they are covered by a holiday-type insurance policy for these various risks.

Any tenant accompanied by an animal must have obtained the owner's agreement. During their stay, they must present the animal's vaccination certificate. They must also keep their pets on a lead and walk them outside the village to relieve themselves. The chalet and its surroundings must be kept clean.

## Image rights:

You authorise the Hameau Saint-Martial to use photos of you and your children taken during your stay in any publicity material without compensation.

### **Payment of charges:**

At the beginning of the stay, the customer must pay the stay options.

They will also have to pay for the services they have requested (laundry, bread, newspaper, etc.). A tourist tax of € 0.55 per night per person aged 18 and over will be payable at the end of the stay (rate 2025).

### **Cancellation policy:**

- If you cancel more than 30 days before your arrival date: we will refund your deposit less cancellation charges (2025) and administration costs.
- If you cancel between 30 days and 15 days before arrival: 25% of the cost of your stay + reservation fees (booking fees).
- If you cancel between 14 days and 3 days before the start of your stay: 75% of the cost of your stay + booking fee (administration fee)
- If you cancel less than 3 days before arrival: 100% of the cost of your stay.

Booking fees are not refundable under any circumstances.

Le Hameau Saint-Martial is in no way responsible for the transport of its guests. The Hameau Saint-Martial cannot be held responsible for the impossibility of its guests to reach their holiday accommodation, for whatever reason, even in cases of force majeure. In such cases, no refund will be made.

### **Cancellation insurance:**

We have entrusted our partner 'MEETCH' with the task of offering you a contract providing optimum cover. It protects you if you are unable to get to your holiday destination, but also if your holiday is interrupted.

Generally speaking, this policy covers a multitude of reasons for cancellation, as long as they are justifiable, beyond your control and unforeseeable.

The premium is 4% of the cost of your stay. Please note: a claim can only be reimbursed for a holiday that has been paid in full. (Please contact us, if necessary, on 05 65 65 81 81)

### **Disputes:**

Failing agreement with the owner, the courts of RODEZ have exclusive jurisdiction.

### **Consumer ombudsman:**

In the event of a complaint between the establishment and the tenant, and only after having referred the matter to the campsite's customer service department, the tenant may refer the matter to a consumer ombudsman within a maximum period of one year from the date of the written complaint sent to the accommodation provider by registered letter with acknowledgement of receipt.

The mediator's contact details are MTV MEDIATION TOURISME VOYAGE

CS 30958

75383PARIS cedex 08

[info@mtv.travel](mailto:info@mtv.travel)

### **Internal regulations:**

By staying at our campsite, you accept the provisions of the internal regulations and undertake to comply with them.