

GENERAL RENTAL CONDITIONS

Each stay is validated by a digital document that serves as a rental contract.

If necessary, we can send a «paper» contract.

This contract is reserved for the exclusive use of seasonal chalet rental. The tenant may not under any circumstances claim any right to remain in the premises at the end of the rental period. 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 client has paid the owner a deposit of 30% of the price of the stay plus the booking fee and has validated by e-mail (or post) his stay.

The balance of the rent must be sent one month before the beginning of the stay or the contract will be cancelled.

In the case of a last minute booking, the full amount of the stay is due at the time of booking.

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

The tenant must ensure the peaceful nature of the rental and use it in accordance with the purpose of the premises.

All chalets are designed & insured to accommodate a maximum of 5 people (except the Star model which can accommodate 6 people). No exceptions will be made.

Arrivals, inventory of fixtures, security deposit and departures :

Arrivals are on Saturdays from 5pm. After registration and deposit of a deposit (see current year's price list), the inventory is made by the tenant and handed in to the reception after approval. It is the only reference in case of dispute concerning the state of the premises.

Late arrivals (after 7 pm) are only accepted if the owner is informed.

The cleaning of the chalet and its surroundings is the responsibility of the holidaymakers during the rental period and before their departure. The chalet must be returned in a clean and tidy condition. On the day of departure, i.e. Saturday before 10.00 am, the deposit is refunded to the tenant after inventory, less any losses, damage or the cost of restoring the premises.

In case of early departure preventing the inventory, the deposit is sent by the owner within a period not exceeding one week.

Insurance and animals :

The client is responsible for all damage caused by him/her. The client is advised to check that he/she is covered by a holiday insurance policy for these various risks.

Any tenant accompanied by an animal must have obtained the agreement of the owner. During their stay, they must present the animal's vaccination record. In addition, the tenant must keep the animal on a leash and walk it outside the village to relieve itself. The cleanliness of the chalet and its surroundings will be checked at the end of the stay.

Image rights :

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

Payment of charges :

At the beginning of the stay, the client must pay for the stay options.

He will also have to pay the amount of the stay services he will have requested (laundry, bread, newspaper...). A tourist tax of 0.50 € per night and per person aged 18 and over will be paid at the end of the stay.

Cancellation policy :

Refund of the deposit in case of justified and written cancellation:

- before April 1st : 100 %
- between April 1st and May 1st : 50% of the deposit
- after May 1st : the total amount of your stay will be retained.

The booking fee is not refundable under any circumstances.

The owner is not responsible for the transport of his clients. He cannot be held responsible for the impossibility of his clients to reach the holiday location, whatever the reason, even in case of force majeure. In this case, no refund will be made.

Cancellation insurance :

Le Hameau Saint-Martial does not offer a cancellation insurance policy; however, we strongly encourage you to take out a policy to cover the consequences of a claim.

COVID 19

With regard to the pandemic risk (in particular COVID 19), there are two situations:

1. in the event of a government-imposed lockdown that would make it impossible for you to come, we offer you two possibilities:
 - we keep the deposit for a future stay
 - we will refund your deposit (excluding booking fees).
2. in the event of access control by means of a health pass:
 - you can provide a health pass and your stay is possible.
 - if you or your children cannot obtain a health pass for medical reasons. We will refund your deposit on presentation of medical proof.

Litigations :

In the absence of an agreement with the owner, the courts of RODEZ have exclusive jurisdiction.