

01 Jan 2018

### **Booking Conditions with My French Chalet**

The client accepts to rent the chalet under the conditions detailed in this contract and the client area.

If the client does not comply with any of the Booking Conditions, the property owner reserves the right to terminate the stay of the client and no refund will be given in this situation.

The booking will become effective on receipt of a 40% deposit. When payment of the deposit has been made, the balance is due 2 months before arrival. If the balance of the reservation is not settled on time, the reservation will be cancelled and the deposit will not be refunded.

Payment must be done by bank transfer or cheque directly into the company bank or by credit card online.

The client will also be required to provide a GBP £400 security deposit. This must be done on the client area 1-4 days before arrival. The amount is only pre-authorized and will be released 2-8 days after departure. In the case of longer than 28 day lets, this deposit will be settled and the amount is GBP £800. We cannot take deposit in cash or cheque on arrival.

Any breakages, damage to the property or non-completed Exit Procedures (listed in the apartment) will be deducted from this damage deposit, as well as admin costs charged at £30 GBP per hour.

For cancellations received more than 2 months before arrival, monies paid will be withheld by the property owner. For cancellations received within the 2 months preceding arrival, 100% of monies paid will be withheld by the property owner. Cancellation of a booking will only take effect when written or email notification by the client is received by My French Chalet. In the case that the client cancels the accommodation, and if My French Chalet refills the accommodation, My French Chalet will refund the client their monies less any reduction in cost and a GBP £100 administration fee. If the client cuts short his stay, he will not be entitled to any reimbursement by the property owner.

Under no circumstances will a late arrival be entitled to a reduction in the rental.

All departures after the time indicated by the property owner will result in a late departure charge of an additional day.

Arrival time is between 17:00 and 21:00hr and departure time up to 10:00hr. MyFrenchChalet can arrange early entry and late departure at a charge but this must be authorized. If the client arrives after 20:00hr and the client has not provided their security deposit, then there will be a surcharge.

The client must fully understand all joining instructions before arrival and must check all booking details are correct before arrival. Failure to note any errors on the confirmation email is the liability of the client and we do not accept liability for any expenses occurred by the client arriving outside of key pickup time unless specifically notified by client prior to arrival.

The chalet is a non-smoking premises.

Animals are not allowed in the chalet unless specifically permitted.

The maximum capacity of the chalet must not be exceeded.

The client agrees to inform the property owner of any problems and/or breakages during his stay.

The client agrees to be a considerate tenant and to use the premises correctly and accordingly.

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This contract is drawn up between the parties stated herein and cannot be transferred to a third party without the express permission of the property owner.

The client must pay Tourist Tax in Chamonix and Les Arcs authorized by the resort Mairie.

The client must pay for linen as part of their holiday cost. The hire of linen is mandatory in all accommodation and must be equal to the number of beds being used by the clients. If the client uses beds without linen then they will be charged the dry cleaning costs.

The client is required to take out the necessary insurance cover for all situations which may call on his liability.

In the unlikely event that My French Chalet has to alter or cancel your holiday the client shall be offered comparable accommodation, reduced cost accommodation or a full refund - whichever the client would prefer, unless the cancellation or alteration is due to forces beyond the control of My French Chalet such as fire, floods, natural disaster, political unrest, riots, strikes, war or any other circumstances amounting to Force Majeure.

If the client has not received the code for the key combination box before they arrive and they have provided a valid credit card, they must contact MyFrenchChalet between 09:00 and 21:00hr hours. After office closure the assumption is everybody is in.

If there are any problems about the condition of the accommodation and any inventory discrepancy, the client should contact the in resort team immediately not after departure.

The client is unable to request a change of accommodation during their holiday.

It is under French law that no children under the age of six years are to sleep in the upper bunk bed of any My French Chalet apartments.

My French Chalet will not accept liability for any entry or utility issues (such as electrics, gas, heating, water, telephone, swimming pool and Wi-Fi) when these are controlled by the building management/ co-proprietaire.

My French Chalet will not accept liability for any act or default or omission on the part of the suppliers of any service that My French Chalet offers and over whom My French Chalet has no direct control or has information link to on this website.

My French Chalet has the right to cancel any reservation made by the Book Online site if a technical error has caused the price to be incorrect and not in line with the prices listed on our public site.

Any contract between the client and My French Chalet shall be governed in all respects by English Law. Only English Courts shall have jurisdiction in relation to any claim or dispute arising out of or connected with any such contract.