

« THONES – VAL SULENS RESERVATION »

Centrale de Réservation pour Thônes, Les Villards sur Thônes, Les Clefs sur Thônes, Serraval, Le Bouchet Mont-Charvin

Responsabilité civile professionnelle : SMACL

Garantie financière : Crédit Agricole des Savoie

Autorisation préfectorale : N° AU074-96-0010

SIRET : 776 629 578 00019

CONDITIONS PARTICULIERES DE VENTE

Reservations and Payments

The reservation is accepted on reception of a signed copy of the reservation contract, together with a deposit the amount of which is written into said contract (payment made out to « Thônes-Val Sulens réservation »). The balance of the full amount must be paid without recourse to a reminder by ourselves 30 thirty days before the start of the holiday, without which the contract can be cancelled with no recourse to the deposit already paid and without any form of compensation. Any reservation request made within 30 (thirty) days of the start of the holiday must be accompanied by payment in full. Exceptionally, for short stays, a total payment by credit card will be requested. In general any payment by credit card will be for the full total of the holiday. A receipt will be sent once the deposit has been received. Once the full amount has been paid, we will send you one or more vouchers explaining the services paid for at the Reservation Centre and the procedure for handing over the keys. This or these vouchers must be given to each property manager at the beginning of the stay, as proof of payment. In order to prevent fraud, no accommodation will be available without the handover of the voucher. Photos and descriptions are not contractual obligations but are for the purposes of information : « Thônes-Val Sulens Réservation » endeavours to provide exact information. The reservation of a holiday with us indicates an implicit agreement, without any reservations, of our conditions of sale.

Price

Prices are in euros. Our prices include the amount of the rental and fixed rate charges (electricity costs, water and heating) and all services defined during the reservation process. Any excess beyond the fixed rate charges will be paid directly to the property manager. Our prices do not include the holiday tax, deposit and extras (animals and rental of sheets and towels) and any service not specifically included during the reservation process. All extras will be paid directly to the property manager. The price will depend upon the exact number of renters. If the number of actual renters is less than the number specified on the contract, the price remains the same ; on the other hand if the number of renters exceeds the amount specified the price will be increased to reflect the resultant increase in charges.

Rental Conditions

The rental is agreed for a length of stay whose arrival and departure dates and times are specified in the contract on the voucher issued by « Thônes-Val Sulens Réservation ». The renter who has signed the contract has no right whatsoever to prolong his or her stay beyond the rental period. The rental agreement is made between the two parties, and in no circumstance will the agreed conditions be extended or transferred to a third party without the explicit agreement of « Thônes-Val Sulens Réservation ». the agreement is made for a specified number of renters which is defined during the reservation process. If the number of renters exceeds the maximum capacity indicated in the contract without prior explicit agreement, « Thônes-Val Sulens Réservation » or the property manager, reserve the right to cancel the contract with no reimbursement for the remaining period of the stay in the property, and no compensation.

In the same way not respecting the refusal to accept animals allows the property manager to cancel the stay. The renter agrees to leave the rental accommodation clean and to comply with the rules of the building, specifically regarding making noise, the disposal of waste, car parks and ski lockers.

Inventory and Check-in

An inventory of the contents of the rental accommodation may be required in conjunction with the property manager. Any claims regarding the inventory and the state of cleanliness of the property should be made directly to the manager within 24 hours of receiving the keys. The renter is responsible for taking care of the objects mentioned in the inventory and will be expected to re-imburse damaged goods or if necessary pay for their repair. All damage or breakages must be declared to the property manager.

Deposit /Insurance

A deposit must be given to the property manager. It will be returned at the end of the stay or within 15 days of the end of the stay, once the accommodation has been checked and any costs relating to damage or cleaning have been deducted. If the deposit is insufficient to cover the amount required, then the renter is liable for paying the full cost of damages and or cleaning. The renter is expected to have and to show that he has an insurance against all kinds of damages of which he may be responsible, and to ensure that he is covered by village insurance, known in France as 'assurance villegiature'. Without this insurance « Thônes-Val Sulens Réservation » maintains the right to not conclude the reservation and declines any responsibility in case proof of said insurance is not provided.

Cancellation/Modification of Contract

Any cancellations must be made by recommended delivery post to the Reservation Centre. The dates mentioned below are considered to be effective on receipt of the letter. Moneys retained in case of cancellation : more than 60 days : €30; from 60-30 days before arrival : 25% of the cost of the rental price; 29-14 days before arrival : 50% of the cost of the rental, 13-8 days before arrival : 75% of the rental, less than 8 days before arrival : 100% of the cost of the rental. The cancellation charges are calculated according to the price of the rental (rental + extra services). In every case, and whatever the date, the administration charges and the insurance premium will be withheld by the reservation centre. Any interrupted or shortened stay will not be a basis for reimbursement. It is advisable to take out a cancellation insurance at the time that the reservation is made (of course the reason for cancellation must be covered by the conditions of the insurance policy laid out on our website, and must be justified with documentation). In case of cancellation, the renter must inform us by recommended delivery letter at least 7 days before the start of the holiday, and must mention the name, address and phone number of the appropriate person, and justify that the author has legitimately made the reservation. Any modification to the reservation may incur additional administration charges.

Responsibilities

« Thônes-Val Sulens Réservation » has a legal responsibility according to the terms of article 23 of the law 13 July 1992, which states : any physical person or entity who is included in the 1st article, is legally held responsible regarding the purchaser, of the full and correct execution of their obligations resulting from the agreed contract, whether the said executions be made by the reservation centre or by other service providers, without prejudice to their right to claims against the aforementioned.

Claims

Any claim relating to a stay must be sent by recommended delivery letter within 7 days of the end of the stay. Any claim relating to the rental and to the operation of the accommodation must be made directly with the property manager. « Thônes-Val Sulens Réservation » has no authority to intervene or mediate between the renter and the property manager regarding all details not linked to the sale of the holiday and will not take part in the check-in process, cleaning, handling of the deposit, etc. Any claim concerning the workings of the contract will be settled by the Anecny law courts.

CONDITIONS GENERALES DE VENTE

General Conditions of Sale

The general conditions of sale, control the relations between the agencies and their customers, and are governed by the law of the 13th July 1992 and its related decrees. (Related documents are available on request).

Natural and technical risks : the customer acknowledges to have been fully informed and made aware of the terms and conditions of the circular 1st June 2006 to any natural and technical risks and hereby renounces all rights to and claims against the service provider and his or her agents. (Circular of the 1st June 2006 is available on request).

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