

General conditions

1. The keys are handed over at the agency: Cabinet Fütterer SAS, 5 place de la Méditerranée, 11100 NARBONNE-PLAGE (except in special cases specified in the property advertisement where the keys are handed over at the rental location).
2. The arrival time is between 4pm and 5.30pm. In case of late arrival, the tenant commits himself to inform the owner in order to agree on the modalities to get the keys of the accommodation in an autonomous way.
3. The tenant undertakes to take possession of the accommodation on the day stipulated in the contract and to pay all sums due under this contract. If this is not the case, the lessor reserves the right to immediately re-let the accommodation.
4. Bed and household linen (sheets, towels, tea towels) must be brought by the tenant (except in special cases), who undertakes to use the bedding only with appropriate linen so as not to soil the mattresses, blankets, etc. In the event of rental of the latter, the replacement value of the missing or damaged item will be deducted from the deposit.
5. The swimming pools offered in some residences are generally open from 15.06 to 15.09 (except in special cases).
6. The tenant undertakes to maintain the accommodation properly: rubbish thrown away, fridge emptied and the accommodation tidied up. The price of cleaning does not include the cleaning of dishes, dishwashers, hotplates, ovens, refrigerators or other household appliances. If additional cleaning is required, it will be charged in addition to the rental price.
7. Pets are only allowed with the agreement of the owner (extra charge of 10€/week).
8. The accommodation can only be occupied by the number of persons stipulated in the contract. In case of occupancy with a higher number of persons, the lessor can ask for a compensation proportional to the number of persons for the period concerned and the additional persons must leave the accommodation immediately.
9. The hirer undertakes, in the event of breakdowns or malfunctions in the house, to do his utmost to help restore the house to its original state, in order to keep any damage to a minimum.
10. The lessor cannot be held responsible for the malfunctioning of the appliances in the accommodation or of any other private or common equipment attached to the accommodation (for example the swimming pool of the residence). He will do his utmost to remedy the situation within a reasonable time.
11. The tenant is responsible for any damage caused by himself or a third party during his stay and must bear the costs of repairing the damage.
12. The tenant undertakes to respect the internal regulations of the residence.
13. If a key is lost, all locks in the accommodation must be changed for security reasons. The costs of this are to be borne by the tenant.
14. For your security, we offer a cancellation insurance which covers the full amount due under this contract in the event of a justified cancellation. You will find the conditions of this insurance in the attached description.
15. The tenant's personal effects are not insured.
16. The contract can only be terminated in writing.

In the event of termination by the hirer, the lessor will receive a termination fee as follows

- a) Up to 61 days before the start of the rental period 50% of the rental price
- b) Up to 30 days before the start of the rental period 80% of the rental price
- c) From 29 days before the start of the rental period 100% of the rental price.

The cost of cancellation insurance (if taken out) and the administration fee are payable.

17. If the tenant does not take possession of the accommodation without having requested the termination of the contract, he/she is liable for the full rental price.
18. The rental agreement only comes into force after receipt of the down payment and written confirmation from us.
19. The booking fee is € 20.00 per stay.
20. On arrival, the tenant will be asked to pay a deposit in cash, French cheque or credit card (Visa or Mastercard).
21. On the day of arrival, the accommodation is handed over to you in good condition. It is up to you to inform us quickly (48h max) if this is not the case.
22. After your departure (except in special cases), a final inventory will be made. In case of problems we will contact you within 48 hours to inform you. The deposit will be returned as soon as possible and in any case within the legal time limit.
23. Any complaint under this contract must be made in writing and is only admissible if it reaches the lessor within 8 days after the end of the stay.
24. In the event of a dispute, only the courts of the lessor's registered office are competent.
25. Most of our accommodations are close to nature, so it is not impossible to encounter spiders, ants, flies, mosquitoes, or other such insects. The quantity of insects is partly due to the climatic conditions. In no way can this be considered a failure on our part.
26. If governmental measures of the local authorities or of the client's country of origin (travel restrictions, lockdown) prevent the client from going to the place of rental, the client will benefit from a credit note corresponding to the amounts already paid. This is valid for 18 months from the date of cancellation of the contract. At the end of this period, if the credit note has not been used, it will be reimbursed at the client's request. The agency will retain the administrative costs and any insurance taken out by the client, which cannot be refunded.
27. For non-French resident clients, a policy form must be completed and signed for each occupant of the property.
28. For clients who have made their reservation on an internet platform, the conditions of the platform prevail.

Date :

Signature of the tenant preceded by the words "Read and approved, general conditions accepted":

