

Terms and conditions "Maison Caramel"

Lieu-dit Caramel

46800 Porte-du-Quercy (Fargues)

Upon payment of the deposit, the tenant agrees to the terms and conditions.

1. General

1.1 Tenant means the person who enters into the rental agreement with "**Maison Caramel**".

2. Reservation and payment

2.1 The tenancy agreement is concluded as soon as the booking is confirmed by "**Maison Caramel**" (See confirmation e-mail).

2.2 Services and facilities to be agreed with owner on arrival holiday destination or contact us by mail/phone.

2.3 No later than 7 days after receipt of the confirmation email, a deposit of 30% of the full rent must be received by Maison Caramel from the tenant, unless **Maison Caramel** and the tenant agree on a modified arrangement. After payment, the tenant accepts the terms and conditions.

2.5. The remaining 70% of the rental price to be paid and the deposit must be paid into **Maison Caramel**'s bank account no later than 2 months before the stay, unless an appropriate arrangement has been agreed.

2.6 When booking at a term of (less than) 2 months before the stay, the whole rental price must be paid at once after receipt of the rental contract.

2.7 In case of late payment of the amounts due, the tenant will automatically be in default. Maison Caramel will then send a reminder by e-mail (or post). If the amount due is not in **Maison Caramel**'s possession within 3 days after the date of the sent reminder, the agreement will be deemed to be cancelled, in which case **Maison Caramel** is entitled to charge cancellation costs as described in article 3 of these general terms and conditions.

3. Cancellation

3.1 If the tenant wishes to cancel the agreement, in addition to the reservation costs, cancellation insurance costs, which will not exceed the amount of the rental price, will be charged unless and in that case insofar as a cancellation insurance has been taken out which provides cover.

3.2 **Maison Caramel** is entitled to cancel the agreement if the tenant is in default and/or otherwise in the cases described in these general terms and conditions.

3.3 In the event of cancellation before the period of 2 months before commencement of the stay, the tenant will owe an amount of 30% of the total rent + 55 euros for administration costs.

3.4 In case of cancellation within the period of 2 months before the start of the stay, the tenant shall owe the full rent + 55 euro administration costs.

3.5 Cancellation insurance:

We recommend taking out cancellation insurance! The cancellation contract must be underwritten up to a maximum of 10 days after this confirmation!

4. Arrival and departure

4.1 The arrival time starts on Saturday, after 16.00 hrs. The applicable departure time is Saturday before 10.00 am.

5. Type/Formula of stay.

- Holiday home: bath towels and kitchen towels to be provided by yourself.

Bedding's linen : to be requested on site but to be rented in advance at 17 euros per person per stay. The amount will be deducted from the rent.

6. Final cleaning

Final cleaning is 150 euro per stay and will be deducted from the rent. This is mandatory. **Maison Caramel** counts on it that the house is left by the tenant in the cleanest possible condition, that all bins and empty bottles in the appropriate containers near **Maison Caramel** are removed and that no dirty dishes are left behind and all dishes, washed, in the appropriate cabinets are returned.

6. Security deposit

A deposit of 500 euros must be paid 2 weeks before departure.

We trust that you will inform us if there is any culpable damage etc. When everything has been left in good order inside and outside the holiday home and the key has also been returned to us, the deposit will be transferred back to you as soon as possible. If the damage exceeds the deposit, we will send you an invoice for the costs. If a settlement can be made, we will offset this against the remaining deposit.

7. Staying taxes: 8.47 euro/pers./day

Staying taxes are deducted from the balance to be paid.

8. Pets are allowed after mutual agreement with the tenant.

A fee of 15 euros per day per pet will be charged after approval by **Maison Caramel** for the animal concerned.

9. Other

9.1 It is not allowed to smoke in the holiday home.

9.4 The tenant must comply with the internal regulations present in the accommodation without exception.

9.5 Liability: We cannot be held liable for: theft, loss, damage, injury, or accident caused by persons or goods during and as a result of your stay.

9.6 Tenant(s) who cause or may cause such nuisance or inconvenience, that a good performance of a stay in the holiday home is or may be strongly hindered by this, can be excluded by **Maison Caramel** from (continuation of) the stay, if **Maison Caramel** cannot reasonably be required to fulfil the agreement. All resulting costs will be borne by Tenant(s), if and insofar as the consequences of nuisance or inconvenience can be attributed to him/her.

9.7 Maximum number of persons: Use and occupancy maximum by the number of previously specified persons, for which the holiday home is equipped. If the number of persons in the holiday home exceeds the permitted number, we will take action. Always first agree with us.

9.8 **Maison Caramel** will not be rented to groups of young people under 25 years.

9.8 **Maison Caramel** service - numbers :

Koen De Bleecker 0032 478 286626

If, despite our many efforts, a shortcoming should occur or if a possible complaint cannot be solved on the spot, we kindly ask you to inform Maison Caramel immediately. Please understand that without notification we cannot accept any complaints after the trip.