



TERMS OF SALES

By signing the Grange du Héron contract (12260 BALAGUIER D'OLT), I certify that I have read the general conditions of use below. In accordance with article L-221-28 of the consumer code, the provision of hosting services is excluded from the legal right of withdrawal.

1. GENERAL TERMS :

The tenant may not under any circumstances claim any right to remain in the premises at the end of the rental period initially provided for in the contract, except with the agreement of the manager. The reservation is effective when the tenant has returned a copy of the contract accompanied by the deposit (30% of the stay). Unless otherwise indicated on the contract, the balance of the rental is to be paid 30 days before the start of the stay. The accommodation chosen and allocated during the reservation is not guaranteed, it can be modified on the basis of a similar service depending on the planning requirements.

Apart from this case, no modification will be accepted in the drafting of the contract without the agreement of both parties. The tenant must notify prior to his arrival of any changes concerning changes to the contract (date of stay, number of occupants, etc.)

Rules of procedure: The client undertakes to comply with the provisions of the rules of procedure which he must return signed at the same time as the rental contract. In particular, silence must be total between 10 p.m. and 8 a.m. The customer undertakes to comply with this instruction and ensure that all of his family respect it.

2. SECURITY DEPOSIT :

The amount of the security deposit is set at €300 (for the chalets) and €400 (for the cottage “Le Figuier”), except for groups, the amount is indicated on the contract. It must be paid at your arrival, and this to respond to the loss or damage that could be caused to objects, furniture or others.

It will be returned to the tenant within a week after departure (photographic proof of the destruction), minus the costs of restoration and cleaning, as well as expenses incurred by the damage caused by the tenant in the accommodation, to the building of reception, or any other elements integrated into the village.

If the security deposit proves to be insufficient, the tenant agrees to complete this sum on receipts. This guarantee does not constitute a participation in the payment of the rent.

3. USE OF PREMISES:

3.a. General terms :

- The arrival and departure times are indicated on the rental contract.
- The owner will provide the accommodation in accordance with the description made of it and will keep it in working order.
- The tenant will enjoy the premises in a peaceful manner and will make good use of them, in accordance with the destination of the premises. On his departure, the tenant agrees to return the rental as clean as he will have found it on his arrival if he has not reserved the cleaning option.
- It is strictly forbidden to smoke inside the cottages (no smell of tobacco will be tolerated).
- The rental can't benefit to third parties, except with the prior agreement of the manager. Subletting is prohibited, even free of charge, under penalty of termination of contract.
- The rented premises are for use as temporary or holiday accommodation, excluding any commercial or craft professional activity of any kind whatsoever. Only teleworking is accepted.
- The maximum number of people present in the accommodation is indicated in the contract. If the number of tenants exceeds the capacity, the owner can refuse the additional people. Any modification or breach of the contract will then be considered at the initiative of the tenant and no refund will therefore be made.

We remind you that the bunk bed is not recommended for children under 6 years old.

- The installation of tents is not tolerated.
- The tenant undertakes to keep the sanitary, electrical and equipment installations in perfect clean and working order. Any repairs made necessary by negligence or misuse will be the responsibility of the tenant.
- As a general rule, the tenant leaves the premises at the time stipulated in the contract or at the time convenient to the manager, after inventory. All the equipment listed in the inventory must be returned to the place it occupied when entering the premises.
- Throughout the establishment, children are under the full and sole responsibility of their parents or representatives, who must ensure their supervision.
- Garbage cans must be placed in the selective sorting containers provided for this purpose at the end of the street; the glass placed in the boxes provided for this purpose near the pizza oven; compostable materials in the composter at the car park.
- In July and August, vehicles must be parked in the car park provided for this purpose for tenants of the “sunny side” chalets and “Le Figuier” cottage. Traffic is authorized at 10km/h for loading and unloading luggage
- The tenant using any activity whatsoever on the estate releases the owners of all liability in the event of an accident occurring to himself, his children, or any other person placed under his responsibility.

3.b. Visits:

The people you can accommodate during the day in the village are your responsibility and must comply with the internal rules; under no circumstances can they stay in the village or its surroundings (no parasitic motorhomes). The owner must be informed of their visit and they can't use the swimming-pool.

3. c. Swimming-pool :

The swimming pool is a private swimming pool, reserved for the persons mentioned on the rental contract. The manager may limit or prohibit access to the swimming pool without notice, for reasons of operation or lack of hygiene.

The pool is not supervised: children are placed under the responsibility and supervision of their parents or legal representatives.

In accordance with article A 322-6 of the Sports Code, the tenant must respect the following things:

- Access is conditioned by washing the body in the shower provided for this purpose.
- No sandals or shoes should be introduced on the beach.
- Smoking, vaping or chewing gum is prohibited.
- No food, tobacco, litter or spit.
- No animals are allowed.
- Access to the swimming pool can be done from 10 a.m. until around 8 p.m. (depending on weather conditions)
- It is forbidden to run on the beaches and to dive.
- Access to the areas reserved for swimmers is prohibited for those with suspicious skin lesions who do not have a certificate of non-contagion.
- Wearing a swimsuit reserved solely for swimming is compulsory, as are armbands for children and a diaper for the little ones.
- The use of canoes, kayaks, oars, boats, etc. is strictly prohibited. Inflatable buoys and ball games that could harm the peace of other swimmers are prohibited.

3.d. Pond, stream and basins :

At the heart of the estate are a pond and a stream. **These are unsecured natural areas and swimming is prohibited.** The same goes for the basin (old wash area) which is located upstream from the source. Children are placed under the responsibility and supervision of their parents or legal representatives who must ensure their safety around these natural sites.

4. STATE OF PLAY AND INVENTORY:

The tenant has 24 hours to check the state of play and inventory and report any anomalies noted to the owner. After this period, the rented goods will be considered to be free of damage when the tenant enters. The rental equipment is the subject of an encrypted inventory. The owner will carry out a quick check of the chalet on the departure of the tenant, but he will carry out a more thorough inventory after the departure of the tenant and will tear up the deposit (photographic proof of destruction) within a week of departure, subject to the absence of damage or damage. missing objects.

With regard to duly noted damage, they will be subject to a deduction from the security deposit, the amount of which will be determined by amicable agreement between the owner and the tenant (see article 2). In the event of a dispute, an estimate may be made by a professional or an authorized organization, requested by the tenant before his departure or, failing that, by the manager. In this case, the security deposit will be returned to the tenant by post within two months, after deducting the amount of the work estimated by the estimate.

5. PETS ARE NOT ALLOWED

6. TERMS OF CANCELATION :

At the time of booking, you are strongly recommended to take out cancellation insurance with your insurer. Failing this, we suggest that you contact the GRITCHEN insurance group for its Affinity product, which also includes Covid 19 but also all life accidents that could occur up to the day before your arrival at our domain (4% of the total amount of your stay): <https://www.souscription.safebooking.com/la-grange-du-heron/> (for groups, contact us)

Any cancellation must be notified by registered mail or by email.

Cancellation at the initiative of the tenant:

- More than 30 days before arrival on the premises, the 30% deposit remains acquired by the owner
- Between 16 and 30 days before arrival in the premises, 50% of the amount of the stay remains acquired by the owner
- Between 2 and 15 days before arrival in the premises, 75% of the amount of the stay remains acquired by the owner
- From the day before the date of arrival in the premises, 100% of the amount of the stay remains acquired by the owner

Cancellation by the owner: the owner transfers to the tenant all the sums paid if the cancellation was made by him on this date.

If the tenant has not presented himself on the day mentioned in the contract and has passed a period of 24 hours:

- the stay remains due in its entirety, the tenant undertakes to pay it within eight days.
- the manager can dispose of the rental.

7. INTERRUPTION OF THE STAY:

In the event of early end of the stay by the tenant and if the responsibility of the owner is not called into question, no refund will be made.

8. INSURANCE :

Since the tenant is required to insure the accommodation rented to him, he is generally covered by his own home insurance (which in most cases provides for a “resort extension”). Otherwise, he must ask his insurance to extend the guarantee or take out a special contract, under the “holiday” clause.

9. SPECIAL TERMS FOR GROUPS:

The site can be privatized for a maximum of 60 people (50 persons maximum in the common room, 60 persons for the tent)

If more than one accommodation is rented, a single invoice will be issued. The contract is signed on the basis of the estimate, with a fixed number of chalets and possibly the cottage and an estimated number of guests. The person signing the contract will be the responsible person for the whole group. She must guarantee compliance with the rules of procedure that she has signed for all of her guests. It will not be possible to cancel an accommodation at the last moment. It will be charged at least what was provided for in the contract.

If you have requested the catering service, the number of meals invoiced will be based on the number of people fixed 2 weeks before your arrival. In case of withdrawal, meals will be charged. Meals for additional people will be charged additionally.

It is requested that the dishes remain in each cottage to avoid exchanges and inventory problems. The swimming pool is open from 10 a.m. to 8 p.m. (it is closed at night)

10. RENTAL OF THE COMMON ROOM FOR GROUPS:

If the room is made available for an evening, the premises must be returned in a perfect state of cleanliness if the cleaning option has not been provided. In all cases, the bins must be emptied and the glass removed. The amount of the deposit is indicated on the contract. The sound volume must be adapted to respect the tranquility of holidaymakers and local residents. In any case, it will be lowered at 1 a.m. with the room closed. A certificate of civil liability insurance is required for the use of the room.

11. LIABILITY:

The responsibility of the owner cannot be engaged in the event of:

- Theft, loss or damage of any kind whatsoever, during or following a stay.
- Breakdown or decommissioning of technical equipment.
- Capacity exceeding 70 people
- La Grange du Héron cannot be held responsible for fortuitous events, force majeure (climatic disasters) or external nuisances which may disrupt, interrupt or prevent the stay.
- The owner declines all responsibility and is not liable for damage caused or suffered by vehicles parked or circulating within the premises of the establishment.

12. IMAGE RIGHTS:

As part of the realization of the communication of the Establishment and activities or animations, videos or photographic images can be produced and used on the communication brochures of the Establishment, on the website and on social networks. Acceptance of the rental conditions entails acceptance of the rights to use these photos without being able to claim image rights, whether for adults, children or adolescents. In the event of refusal of this clause, a written certificate must be submitted to the establishment manager at the start of the stay. If necessary, this clause will be considered accepted and cannot be challenged later for any reason whatsoever.

13. DISPUTES OR COMPLAINTS:

In case of disagreement, only the court of Rodez is competent in this area. Initially, mediation will be requested from the Company to which La Grange du Héron adheres:

“CONSUMER MEDIATION

In the event of a dispute between the Customer and the company, they will endeavor to resolve it amicably (the Customer will send a written complaint to the Customer Relations Department of the Manufacturer or that of the Seller).

In the absence of an amicable agreement or in the absence of a response from the professional within a reasonable period of one (1) month, the Consumer Customer within the meaning of Article L.133-4 of the Consumer Code has the possibility of enter free of charge, if a disagreement remains, the competent mediator registered on the list of mediators drawn up by the Commission for the evaluation and control of consumer mediation pursuant to Article L.615-1 of the Consumer Code, to know :

Société Médiation Professionnelle -Alteritae www.mediateur-consommation-smp.fr - 5, rue Salvaing 12000 Rodez



SOCIÉTÉ MÉDIATION PROFESSIONNELLE
MÉDIATION DE LA CONSOMMATION



LA GRANGE DU HERON



INTERNAL RULES AND INSTRUCTIONS TO RESPECT

- **Circulation** in July and August: vehicles must be parked in the parking lot for the tenants of the chalets «pool side». Parking near the cottages «pool side» is allowed only for unloading luggage and shopping packages. The traffic is «in step» all the year round.

- **An inventory sheet** is at your disposal in the welcome book inside the cottage: check the concordance and report any lack or deterioration on the first day.

Dishware breakage: you must not replace the item yourself (except identical) but pay the amount indicated on the inventory. Do not exchange dishes between the cottages or with the room please

A deposit check is required at the beginning of the stay, a photo of the destroyed check will be sent to you in the fortnight following your departure, after verification by the owner.

- **The balance of the rental** must be paid one month before the start of the stay.

- **Bedding hygiene**: mattresses and pillows are protected. Please leave them in place.

- **Fire safety**: fires on the ground are prohibited and barbecues must not be used in high winds or on the terrace.

- **Tobacco**: the cottages are all non-smoking. Ashtrays are available. Butts should not be thrown on the ground (you are on an «eco-responsible» site).

- **Noise**: before 9am or after 11pm, the quietude of the place must be respected. For groups that have privatized the site, the music must be stopped outside at 11pm and lowered in the room from 1am.

- **Common room** (for privatisations):

Please respect the equipment, sound, dishes, tables and chairs, video projector, ... The room, the veranda and the kitchen should be returned in perfect working order. Interior equipment must not be installed outdoors (tables, chairs, sound system, etc.). Wooden tables are available on site for your outdoor meals.

Regarding the tent, close it completely in case of wind. In case of weather alert vigilance orange and red, it will not be accessible. Cooking or reheating appliances are prohibited inside the tent. In any case, it must be completely closed every evening when your event is over.

- **At the swimming pool** (opening from 05/15 to 09/15): some rules to respect for hygiene and safety.

Shoes and tap shoes must be left at the entrance: they are strictly prohibited in the pool area. No snacks, ice cream, sodas, ... The shower is mandatory before entering the pool.

The pool is not guarded. Children are under the responsibility of their parents and must be equipped with armbands if they do not know how to swim. Do not let them shout at the top of their lungs: remember not to bother other holidaymakers.

It is a place to share. Balls games should not bother other holidaymakers.

Diving or jumping is prohibited.

Swimsuits are mandatory (shorts and bermudas prohibited).

Drinking, smoking and eating are prohibited in the pool area.

The swimming pool is accessible from 10am to 8pm only for those who rent at La Grange du Héron. It can be open until 10pm on request.

- The pond, the stream, the spring and its basins: At the heart of the estate are a pond, a basin and a stream. These are natural areas, so they are not safe and swimming is prohibited. The same goes for the basin (old wash place) which is upstream of the source. Children are under the responsibility and supervision of their parents or legal representatives who must ensure their safety around these natural sites.

- **Pets are not allowed**

- **For activities** : balls, raquette, petanque balls, ... are available in self-service (near the reception), games and books are

available at the reception. They are to be brought back to their place after use.

- **Electric car:** recharging an electric vehicle is possible, a financial contribution will be requested, please consult us.

- **End of stay:**

Report the day before the approximate time of your departure. Consumption and catering must be paid at the reception the day before your departure.

The blankets must be left folded on the bed upon your departure and the accommodation returned tidy, the dishes cleaned and put away and the bins emptied.

- **For groups without privatisation:**

Respect the calm of the village during the day and evening.

Do not take the place, especially at the pool. Think of the other holidaymakers who are there for the calm and who must have access to the facilities in peace.

I undersigned Mr. or Mrs ,

Declares that I have read this internal rules and undertakes to respect it and have it respected by all of my family and my guests during my stay at the Grange du Héron
from to

Signature: