



**Orelle**  
**BOOKING CENTER**

TERMS AND CONDITIONS

**Between Orelle Reservation Center:**

**Indicated, below, with:**

**Orelle Booking Center**

**Orelle Tourist office**

Represented by: Mrs. Annick FONTAINE

Registration No. IM073100036

Tourist Office of Orelle

Francoz

73140 ORELLE

Phone: 04 79 56 87 22

contact@orelletourisme.net

**On the one hand,**

**And:**

**Indicated below by YOU (accommodation owner)**

Represented by Mrs or Mr :.....

Address : .....

.....

Telephone: .....

E-mail :.....

**On the other hand,**

**Note:** It is clearly specified that the Orelle Reservation Centre is only an intermediary and that under no circumstances may it be asked to ensure the departure or arrival inventories, the handing over of the keys or the taking of a deposit (some exceptions for GROUP and TOUR OPERATOR customers) (as specified in article 9).

It has been agreed the followings:

1<sup>st</sup> ARTICLE: SCOPE AND TERM OF THE CONTRACT

Mrs or Mr ..... place at the disposal of the Orelle Booking Center, it or its apartment(s) furnished(s), object of the article 9 of this contract. This contract is fixed for the period from ..... / ..... / 20..... to ..... / ..... / 20..... It will be renewed by tacit agreement for successive periods of one year. It may be terminated by its due date, after receipt of a registered letter respecting notice of three months, being however understood that reservations already made by the Orelle Booking Center should be honored.

Therefore, the owner has to the respect of the following points:

2<sup>nd</sup> ARTICLE: GENERAL CONDITIONS

**1) Bookings & Sales reports:**

For each booking made, the booking center will send an e-mail specifying the client's name, contact details, file number, dates of stay and the apartment's label. YOU will need to acknowledge and confirm proper receipt by return email; without your response we consider that you agree.

For any additional, last-minute and "*on request*" requests, the Orelle Reservation Center will contact YOU directly. Your schedule can be consulted live directly on the Ingenie platform, from your professional space. The procedure and access codes will be given to you as soon as you join the reservation center.

Any last-minute bookings must be accepted as long as no stop-sell has been put on an earlier date. An additional cost of relocation due to a scheduling error (schedule not closed) will automatically be paid by YOU for a fixed amount of €50.00 (this cost covers the time spent processing the file because of the surbook).

The client will present himself to "the owner or the person authorized (real estate agency, tourist residence, etc.)", to be named Mr. or Mrs.

Tel

Email

The customer must present the voucher previously sent by Orelle Booking Center.

**2) Rates:**

Public Rate Schedules

- The basic prices always include:

Accommodation, electricity, water, heating.

Rates are called twice a year.

**3) Deposit:**

Upon arrival of each guest in an apartment, a deposit of ..... Euros will be requested. This deposit will be returned after the departure after inventory or returned at the latest within three weeks to the customer, after deduction of any missing or deterioration noted. The deposit (request and return) is the responsibility of the owner or his agent and not of the reservation center.

**4) Check-in and check-out times:**

Bookings are made for 7 days a week, from Saturday to Saturday unless otherwise stated or for weekends according to the conditions on the price list.

Check-in is from ..... H..... and departure before .....H.....

For all reservations, the customer will call the person in charge of handing over the keys in order to reconfirm the day and times of the customer's arrival.

**5) Cleaning fees:**

The apartments are delivered clean, in good order, and equipped according to inventory and must be returned in a perfect state of cleanliness, the inventory checked, any broken or deteriorated object will be at the expense of the client as well as the costs of restoring the premises if necessary. No fee can be deducted from the deposit without tangible proof (supporting photos).

Upon handing over the keys and after checking the inventory, the deposit will be returned to the guest by the concierge or yourself, within three weeks at the latest.

### 3<sup>RD</sup> ARTICLE: RETROCESSION DATE

You can close the periods rented or occupied by you at any time, on your apartment(s), through direct access. You can also reopen unconfirmed periods (following the unconfirmed option or the cancellation of one of your personal bookings).

All you have to do is log in on the Ingénie platform and follow the procedure to close or open your periods, using your login details and the instructions provided by the Booking Centre.

The options and bookings in the Booking Centre remain the priority and you cannot close a period that is already under option or booking.

You are responsible for your schedules and their updating, all options or reservations made by the reservation center will be systematically accepted, **without delay**. A cancellation due to a fault of the host will be paid by the host (possible additional cost of relocation if necessary + fixed fee of 50.00, covering the additional workload. If it is not possible to relocate, any compensation due to the client, in addition to the reimbursement of the stay).

These conditions are also applicable if you subscribe the "Ical calendar synchronization" option without an INGENIE master schedule.

### 4<sup>TH</sup> ARTICLE: CANCELLATION FEES

The booking center must transmit to you, any cancellation by email, as quick as possible. The booking center will do its best to rent this period. A cancellation insurance is always suggested to the client.

The booking center will repay the amount retained (according to the general terms of sales), less 12% of commission.

### 5<sup>TH</sup> ARTICLE: INVOICING AND PAYMENT TERMS

Orelle's reservation centre will pay all rentals **collected** on the 10th of each month for the previous month's customers, minus the commissions and other fees provided for in Article 8 of this contract.

Bank charges will be inherent to the customer.

### 6<sup>TH</sup> ARTICLE: COMPLAINTS

Any complains about a booking must be sent by registered letter within 30 days after the stay at the booking center.

The renunciation of a client of one or more services will not be refunded.

### 7<sup>TH</sup> ARTICLE: JURISDICTION

For the execution of these terms and conditions, the parties shall elect domicile at the registered office of the Orelle reservation centre. Only French law applies.

YOU guarantee, in the event of a change of company name or cessation of activity, to inform the Orelle reservation centre as soon as possible. In any case, he will be bound by the terms of this contract. If any misunderstandings, the terms and conditions of the contract in the original language of the Orelle reservation centre will be valid.

By express agreement, any dispute on the execution of these terms and conditions will be subject to the jurisdiction of the courts of Albertville (Savoie/France).

### 8<sup>TH</sup> ARTICLE: PRICES

The amount of the commission is set at: 12% of the public price for direct individual customers.

The reference prices are the public prices. Unless there is an exceptional promotion or a last-minute offer, these prices will be set only once at the beginning of each season and cannot be changed during the season. Exceptional or last-minute offers must be communicated by phone and confirmed by e-mail.

9<sup>TH</sup> ARTICLE: SPECIFICITIES RELATED TO THE MARKETING OF GROUPS AND TOUR OPERATORS  
(accepted by amendments each year)

As part of its marketing policy, the reservation centre sells apartments to group customers or Tour Operators (Amendments called "Group Amendments" and "Amendments Pro\_Indiv").

Bookings, for customer satisfaction and the quality of service for that clientele, must be treated differently from the direct individual bookings. Acceptance of the "Groups" and "Pro\_indiv" amendments implies acceptance of the following procedures:

Fixed & Common Rates

The rates for these customers are set by the reservation center and are subject to the approval of the host via the amendments. These amendments must be signed annually.

Exceptional Services

In order to ensure the quality of service and the homogeneity of arrivals and departures, the reservation centre is responsible for handing over keys, via keyboxes and taking deposits.

It is mandatory to have a keybox to accept this marketing.

The deposit will be taken by the booking centre, directly from the group, the tour operator or its representative on site (=leader).

The reservation center, in conjunction with the group leader and the concierges, will be in charge of any deposit deductions, always justified by photos, invoices and any means useful to prove the deposit deduction.

After validation with the group leaders, the amount retained will be added to the host's file and paid at the same time as the rent.

However, the reservation center still does not manage the concierge services such as disposal of the sheets, the inventory or the cleaning and minor maintenance, always provided under an independent contract between YOU, the host, and a concierge company or a private person in charge of the concierge part.

10<sup>th</sup> ARTICLE : QUOTA

Appartements	Nombre d'appartement	Typologie	Période

You will provide the Orelle reservation center with the list of your apartments or services, their descriptions, their availability, their prices and photos accordingly to the email previously sent.

11<sup>th</sup> ARTICLE: GENERAL TERMS AND CONDITIONS OF SALE

You agree to the general terms and conditions of sale that bind you to the customer through us. The general terms and conditions of sale are below.

ARTICLE 12: INSURANCE

"YOU, the owner, declare that the apartment(s), which are the subject of the management agreement, meets all the standards of:

- Construction & Compliance,
- Safety

- Sanitary.

including equipments or furnishing objects and undertakes to comply with all the standards in force for the duration of the agreement or to adapt to them on its own initiative or at the request of the representative.

The owner agrees to declare any development or modification of his/her apartment in order to be in compliance with the description of the rental.

The host or owner stipulates that he has declared to his/her insurance company of the property concerned that he/she owns a touristic rental.

If these measures are not updated or complied with, the concierge declines any responsibility or search for liability. »

As a rental owner, you guarantee that no recourse can be brought against the reservation centre in the event of a claim or dispute relating to the property, its composition, its layout, its cleanliness, etc. The concierge component or any other component than the commercial aspect, stipulated in this agreement.

These are the agreements of the parties.  
Made in duplicate.

In Orelle, the ... / ... / .....

For:.....

Name:.....

Signature

For the Orelle Tourist Office  
Last Name : Vanessa Perret  
Director of the Tourist Office  
Signature

**QUALITY CHARTER**  
**MEMBERSHIP OF THE ORELLE RESERVATION CENTRE**

Suppliers who meet the following requirements will be eligible to join the Orelle Reservation Centre:

- 1- Be declared as an owner of a touristic rental at the town hall, as required by French tourism law
- 2- Be a member of the Orelle Tourist Office
- 3- Send a precise and complete description, as well as photos of the accommodation or activity. The apartment(s) will be systematically visited by the team of the reservation center.
- 4- Comply with the fee schedule provided. Any changes of rates or exceptional reductions must be known by the central office as soon as they are applied.
- 5- YOU, the supplier, undertake to welcome customers or appoint an authorised person; with an inventory and an inventory of fixtures mandatory at each arrival and departure.
- 6- Commit to the cleanliness of the premises, its maintenance and the reception of customers in case of late arrival, have a telephone hotline in case of arrival outside the opening hours of the reception with determination of a place for the handing over of the keys.
- 7- Undertake to make Orelle's tourist information available to customers.
- 8- Commit to providing availability to the reservation center in real time, systematically for each new reservation.
- 9- Accept the payment of commissions for each booking made by the head office, it being understood that these will be processed in their entirety by the head office (sending the contract to the customer, collecting the funds and remitting to the supplier YOU).
- 10- Accept that in the event of a deviation from these principles, termination will be automatic.
- 11- Be connected to the internet in order to receive information from Orelle as soon as possible.

I, the undersigned, Mr. M....., PROVIDER of the accommodation(s)  
or the following service(s): .....

Declares that I accept the quality charter of the Orelle reservation center and undertakes to respect the clauses set out above.

Orelle, the ... / ... / ...

Signature

€ deposit required

### REMISE DES CLES

- sofa bed for 2 people
- sofa bed (BZ) 2 people

### CLASSEMENT PREFECTORAL

- Mezzanine Bed
- classement préfectoral en cours

### CAPACITE MAXIMUM

- 1 personne
- area
- exhibition
- Velux
- bed(s) 1 person
- bed(s) sleeps 2
- Sofa bed for 2 people
- Washbasin area
- 1 seating area

### TYPE APPARTEMENT

- BEDROOM 2
- area
- exhibition
- Velux
- bed(s) 1 person
- bed(s) sleeps 2
- Sofa bed for 2 people
- Washbasin area

### TYPE DE LOCATION

- Surface area
- BEDROOM 3
- area
- exhibition

### ETAGE

- Velux
- bed(s) 1 person
- bed(s) sleeps 2
- Sofa bed for 2 people

### Descriptif Chambre

- Trundle sofa: 2 x 1 pers

- Surface area
- BEDROOM 1

- Upstairs
- Additional area less than 1.80 m (m2):
- window(s) or patio door(s)
- Bathroom in the room
- Bed(s) Drawer 1 person
- Bunk beds: 2 x 1 pers
- 1 pull-out sofa: 2 x 1 pers
- Bathroom in the bedroom
- Upstairs

- Studio cabine
- Additional area less than 1.80 m (m2):
- window(s) or patio door(s)
- Bathroom in the room
- Bed(s) Drawer 1 person
- Bunk beds: 2 x 1 pers
- Trundle sofa: 2 x 1 pers

- Appartement dans chalet
- Résidence de tourisme
- Additional area less than 1.80 m (m2):

- In-room bathroom
- Bed(s) Drawer 1 person
- Bunk beds: 2 x 1 pers
- Trundle sofa: 2 x 1 pers

- Washbasin area
- Upstairs
- Surface area

**ASCENSEUR**

- BEDROOM 4

**EXPOSITION**

- area
- exhibition
- Velux
- bed(s) 1 person

**SUPERFICIE**

- bed(s) sleeps 2
- Sofa bed for 2 people

**EQUIPEMENT**

- Washbasin area
- Surface
- BEDROOM 5
- area
- exhibition
- Velux
- bed(s) 1 person
- bed(s) sleeps 2
- Sofa bed for 2 people

**EQUIPEMENT / LOISIRS**

- Bathroom in the room
- Surface area
- BEDROOM 6
- area
- window(s) or patio door(s)
- Bathroom in the room
- Bed(s) Drawer 1 person
- Bunk beds: 2 x 1 pers
- Pull-out sofa 2 x 1 pers

**PARKING GARAGE**

- Surface area
- MOUNTAIN CORNER

- Bathroom in the room
- TV satellite
- Salle de bain avec Douche ou Baignoire

- sans ascenseur

- Additional area less than 1.80 m (m2):
- window(s) or patio door(s)
- Bathroom in the room
- Drawer bed for 1 person

- Bunk beds: 2 x 1 pers

- Upstairs
- Apartments
- Typology
- Additional area less than 1.80 m (m2):
- window(s) or patio door(s)
- Bathroom in the room
- Bed(s) Drawer 1 person
- Bunk beds: 2 x 1 pers

- Bed(s) 2 people (140x200)
- hammam
- cave/cellier
- Additional area less than 1.80 m (m2):
- Velux
- bed(s) 1 person
- bed(s) sleeps 2
- Sofa bed for 2 people

- parking privé
- parking extérieur



Mountain area separated from the living room by a curtain

Mountain area separated from the living room by a door

### BALCON TERRASSE

bed(s) 1 person

bed(s) sleeps 2

Sofa bed for 2 people

Surface area (m²):

Mountain corner separated from the living room by a curtain

Bed(s) Drawer 1 person

Bunk beds: 2 x 1 pers

Trundle sofa: 2 x 1 pers

Jardin privatif

### DISTANCES

MEZZANINE

m environ de l'arrêt navette en hiver

### CUISINE

Access by miller's ladder

without sleeping

Access by stairs

with seating area

### EQUIPEMENT CUISINE

Velux

Bed(s) Drawer 1 person

Bunk beds: 2 x 1 pers

1 pull-out sofa: 2 x 1 pers (90x190)

Bed(s) 1 person (80x190)

Sofa bed for 2 people

Access by miller's ladder

ADDITIONAL INFORMATION

Apartment without carpet

TV in room(s)

Apartment adapted for people with reduced mobility

Cot

bed(s) 1 person

bed(s) sleeps 2

1 sofa bed for 2 people

BZ 1 person (80x190)

with toilet

Sleeps 2 under slope

grille pain

appareil raclette

Attic bedroom(s)

Steps to access the residence

Access possible via the garage on the ground floor

### 2 people

Baby bath

Access by trail

Non-smoking rooms

Hairdryer in bathroom

Non-smoking apartment

10 people

### 12 people

Apartment without carpet

DIVERSE

Towels and tea towels provided

16 people

18 people

### WC

Bed linen and towels not provided

### Studio

- Bed linen provided
- Duvets
- Bolsters
- Mattress pads
- Adult Board Games
- The owner lives in a cottage or house
- The owner lives in the village

- Beds made on arrival
- Pillows
- Covers
- Bed linen and towels can be rented from the owner
- Children's board games
- The owner occasionally lives on site
- Other:

**RENTAL TYPE**

- Beds made on arrival on request
- Tourist residence
- Detached house
- salle de bains dans la chambre
- Pets allowed with extra charge
- lits superposés: 2 x 1 pers
- 2nd floor
- 4th floor

- Optional bed linen and towels available for hire
- Towels and tea towels provided
- ANIMALS
- Pets allowed
- Pets not allowed
- Pets allowed
- CLEANING
- End-of-stay cleaning to be carried out

**Ground floor**

- End-of-stay cleaning included
- Cleaning charged if not done on departure
- With elevator
- Satellite TV
- € deposit required
- canapé convertible 2 personnes
- Coin lavabo
- A l'étage

- End-of-stay cleaning at extra cost on request
- End-of-stay cleaning to be carried out

**with elevator**

- EXHIBITION
- South/West Exposure
- South/East Facing
- North Exposure
- North/East Exposure
- canapé convertible 2 personnes
- Coin lavabo

- BAIL
- € deposit required
- Number of floors
- LIFT
- with elevator

- South Exposure
- East Exposure
- West Facing
- North/West Exposure
- South
- AREA
- Total area (m<sup>2</sup>):

Additional area less than 1.80 m (m<sup>2</sup>):

**Total area (m<sup>2</sup>):**

- EQUIPMENT
- Hi-Fi system
- radio
- WIFI
- wood-burning stove
- Fireplace Out of order
- Electric heating

**Dryer**

- other
- exposition
- velux
- Outdoor swimming pool
- hammam
- cellar/cellar
- Bike room

**billiards**

- Heated cabin
- Camping pitch for caravan, motorhome or tent
- salle de bains dans la chambre

- lit(s) tiroir 1 personne
- lits superposés: 2 x 1 pers
- Private parking

**without parking**

- garage,
- , covered parking or carport,
- balcony
- Garden furniture
- barbecue

**Access to a communal garden**

- terrace,
- without balcony

- Television
- DVD player
- Internet connection
- fireplace or insert
- Wood supplied
- central heating
- washing machine

- Television
- EQUIPMENT / LEISURE
- Indoor Pool
- sauna
- Spa
- locker or ski room
- Games room

- Electricity
- Games room
- Indoor swimming pool

- PARKING GARAGE
- garage
- Covered parking or carport

- BALCONY TERRACE
- terrace
- without balcony
- Green Spaces

- DISTANCES
- Approx. m from the ski lifts

- [ ] m approx. from the shuttle bus stop in winter
- parasol, [ ]
- access to a communal garden, [ ]
- Kitchenette [ ]
- [ ] Kitchen
- canapé convertible 2 personnes
- Approx. m from the ski lifts [ ]
- KITCHEN [ ]
- Independent kitchen [ ]
- [ ] window(s) or patio door(s)
- Independent kitchen
- KITCHEN EQUIPMENT

**Gas hob**

- Induction hobs
- electric oven
- microwave [ ]
- freezer [ ]
- coffee pot
- Toaster
- Raclette machine
- Gas oven
- [ ] Mini Oven
- dishwasher
- refrigerator [ ]
- kettle
- Fondue

**vacuum cleaner**

- Ironing board
- Draps et serviettes non fournis
- lits faits à l'arrivée
- oreillers
- Bathroom(s) with 1 shower
- window(s) in bathroom(s)
- Bathroom with shower or bathtub
- le propriétaire habite occasionnellement sur place
- Autres : [ ]
- Bathroom(s) with 1 shower
- Other
- Gas hobs
- BATHROOM 1 [ ]
- Bathroom(s) with 1 bathtub
- Bathroom(s) with 1 bath and 1 shower
- WC in bathroom
- bathroom(s) with 1 bathtub
- BATHROOM 2
- Bathroom(s) with 1 bathtub

**WC in bathroom**

- bathroom(s) with 1 bath [ ]
- bathroom(s) with 1 bath and 1 shower
- TOILET

**MENAGE**

- area [ ]
- exhibition [ ]
- Additional surface area less than 1.80m
- window(s) or patio door(s)

**bed(s) 1 person**

- [ ] Bunk beds: 2 x 1 pers

**General terms and conditions of sale and reservation sent to the customer: For your information**  
**Direct Individual Clients**

## **GENERAL INFORMATION**

Prices are indicated in Euros, all taxes included and all charges included (water, electricity, heating), except for summer stays at the campsite where electricity is "optional". The client must insure himself against rental risks, theft, fire, water damage, by an insurance extension covering his main residence or other special insurance for holidays. It should be noted that the cancellation insurance offered by the reservation center offers this tenant-occupant liability cover.

## **TOURIST TAX**

The tourist tax is in force in the resort. It is not included in the price of the services offered and depends on the classification of the accommodation. It is due at the time of booking or, failing that, on the day of arrival.

## **QUOTE**

The prices and availability presented at the time of the quote are given as an indication and are not guaranteed before the conclusion of the contract.

## **OPTION / DISCOUNTS**

The amount of the deposit must be paid within a maximum of 5 days from the date of the booking request. Beyond this period, no availability is guaranteed.

The reservation will only be effective after the payment of the deposit corresponding to 25% of the amount of the reservation for the gîtes de France (Ref.19410x), furnished individuals (Ref.Name of the individual) and hotels or camping, and 50% for the apartments of the residence Hameau des Eaux d'Orelle manager ("Apartment x person in residence) and for all files processed in "Earlybooking".

To this percentage are added the application fees and cancellation insurance (if you have taken it out).

To confirm your reservation, you must send the payment within the time limit indicated to the reservation center.

## **BALANCE**

The balance is to be paid 1 month before your arrival at the reservation center.

If you register less than 30 days before the start of the service, full payment will be required at the time of booking.

The customer who has not paid the balance by the agreed date is considered to have cancelled his stay. From then on, the service is offered for sale again and no refund will be made.

For any payment by bank transfer, any costs related to the transaction will be borne by the customer.

## **FEATURED PRODUCT**

The customer expressly acknowledges having read the characteristics of the products and stays, as well as all the information and conditions contained in the proposal, or the registration form provided at the time of booking.

For the execution of "à la carte" stays, the reservation center calls on several categories of service providers. It should not be confused with the latter, which in any event retain, vis-à-vis any client, the responsibilities specific to their activity, under the terms of the statutes governing them and their legislation. Except in cases of force majeure, the reservation centre will make every effort to replace the defective services with equivalent services.

The description of the cleaning and linen services provided is for information purposes only and generally refers to weekly dry sales at public prices. In the case of specific pricing (packages, short stays, promotional offers, group or TO offers), please refer to the pricing conditions that apply to you, where the services included in your specific contract will be specified.

Terms specific to "all-inclusive" stays:

1. As part of all-inclusive weekly stays (accommodation + ski passes), the 6-day pass starts on Sunday and ends on Friday.
2. Unless otherwise specified, the rates are valid for full occupancy of the apartment.

## **MODIFICATION / INTERRUPTION OF THE STAY**

### **Modification of the stay**

Any modification of the reservation by the customer (number of people, change of dates of stay, etc.) may result in a change in rates. It will be accepted within the limits of the possibilities of the reservation center.

Any modification of the reservation by the reservation center cannot be made without the customer's agreement.

### **Interruption of stay:**

In the event of interruption of the service by the customer, no refund will be made unless the reason for interruption is covered by the cancellation insurance from which he benefits.

### **Reimbursement of services not used or partially consumed during the stay:**

- in the context of all-inclusive package offers (= product consisting of at least 2 services): no refund will be granted, regardless of the cause of non-consumption or partial consumption of one of the services.

- in the context of an "à la carte" stay (= accommodation + various "à la carte" services): the reimbursement terms are those proposed by each service provider.

## **CANCELLATION OF THE STAY AND CANCELLATION INSURANCE**

The booking centre systematically offers insurance guaranteeing the cancellation and interruption of the stay (5% of the rental).

Details of the covers are attached to the documents sent.

It must be taken or not at the conclusion of the contract and cannot be added later.

### **Global conditions for all cancellations**

In the event of cancellation, the customer must inform the reservation centre in writing. The date of the writing shall be taken as proof.

The following fees will be retained

- The amount of the cancellation insurance premium (when purchased)
- The amount of the application fee

## Cancellation policy without cancellation insurance

The "without cancellation insurance" contract provides **FOR RENTALS IN GITE DE FRANCE (Ref.19410x), MEUBLE DE PARTICULIER (Ref.Name of the individual) or HOTEL or CAMPING:**

- If the cancellation occurs more than 45 days before the date of arrival: refund of the stay minus the fixed costs or costs already incurred mentioned in the previous paragraph
- If the cancellation occurs between 45 and 30 days before the date of arrival: the entire deposit is retained.
- If the cancellation occurs between 30 and 14 days: 35% of the amount of the stay is kept
- If the cancellation occurs between 13 and 8 days or in case of no-show: 55% of the amount of the stay is kept
- If the cancellation occurs between 7 and 1 days or in case of no-show: 80% of the amount of the stay is kept
- In case of no-show: 100% of the amount of the stay is kept

The "without cancellation insurance" contract provides **FOR RENTALS AT THE Hameau des Eaux d'Orelle manager residence ("apartment x person in residence") and for all "Earlybooking" type Files:**

- If the cancellation occurs more than 45 days before arrival: 30€ will be retained (resid&co)  
OR
- If the cancellation occurs more than 60 days before arrival: 75€ will be retained (alpvision)
- If the cancellation is made between 60-45 days and 31 days from the date of arrival: the entire deposit is retained, i.e. 50% of the amount of the stay.
- If the cancellation occurs between 30 and 1 day: 100% of the amount of the stay is kept
- In case of no-show: 100% of the amount of the stay is kept

## Cancellation policy with cancellation insurance

The contract with "cancellation insurance" allows you to obtain a refund of the sums paid and not reimbursed by the reservation center, insofar as the reason for cancellation is covered by the contract: see attached conditions.

The sums retained by the reservation centre are those mentioned in the previous paragraph.

To obtain reimbursement of any remaining amounts, a claim file will be sent to the client in order to request reimbursement directly from the broker.

In the exceptional event that the Booking Centre is forced to modify or cancel a booked service, the Booking Centre undertakes to offer you a new equivalent service or to refund the sums paid.

## PANDEMIC (not applicable for the apartments of the partners Resid&co and Alpvision; applicable only for private apartments, the campsite and the Gîtes de France communal and camping)

Specific conditions for modification or cancellation are offered in the event of a pandemic.

These conditions are applicable **up to 8 days** before arrival.

If the health situation and government directives were to change between D-8 and arrival, La Centrale de Reservation would then adapt these conditions.

The state of pandemic must be recognised by the competent authorities of the countries concerned and must prevent, on the dates of stay concerned, either the customer from travelling to his or her place of stay (confinement, travel restriction, quarantine, contamination/illness proven by a medical certificate or a positive test), or the reservation centre from honouring the reservation.

In this specific case, the choice will be left to the client, either to postpone their stay or to obtain a refund of their stay (excluding fixed costs or costs already incurred mentioned in the previous paragraph).

Exclusions: refund requests that have been made when the reason for cancellation was known at the time of booking: confinement, travel restrictions, specific travel conditions and access to the holiday site (health pass), are not admissible.

To do this, it is necessary to check the guidelines in force [on the government website on the](#) one hand [and the conditions of entry into France for travelers from abroad](#), moreover.

Sales made via an intermediary Tour Operator are not ejectible. These conditions cannot be applied to apartments managed by Alpvision or Resid&co, which apply their own general terms and conditions of sale.

## ARRIVAL

Furnished: The client must arrive on the day specified and at the times mentioned in this contract. Guests are invited to contact the owner or his representative at least 48h00 before the arrival date to set an approximate time with him or to report any discrepancies in the arrival date.

"All Inclusive" formula: ski passes can be picked up at the Tourist Office.

The keys are handed over every Saturday (Sunday or other day depending on the contract). Apartments or hotel rooms must be vacated by 10:00 a.m. on the following Saturday (Sunday or other day depending on the contract). Adapted to each contract, see paragraph "Practical information for your arrival on the 1st page"

In case of late arrival, we ask you to contact the owner or his representative on site, in order to specify the terms of your arrival. Any arrival outside the scheduled opening hours or days must be subject to a special agreement, otherwise the reservation center will not be held responsible.

## FURNITURE-SPECIFIC REQUIREMENTS

A deposit set by the owner will be required. This deposit will be returned after checking the apartment and deducting any deterioration and cleaning costs if the rental has not been left in a proper state of cleanliness or if any equipment is missing or defective. If the deposit proves to be insufficient, the tenant agrees to pay the amount necessary to pay the costs incurred. The deposit can be returned to you within 10 days at the latest.

The apartments are designed for the capacities defined in the description (this capacity takes into account even young children). For any additional person not provided for, the owner has the right to: either ask for a supplement whose amount is defined by him/her, or refuse the additional person.

## DISPUTES, CLAIMS, LITIGATION

Attentive to the smooth running of your stay, any dispute, complaint or dispute must be sent to our offices, within a maximum period of 2 days after your arrival, in order to allow us to intervene. Only complaints, disputes, or disputes relating to the stay, received by the reservation center can be taken into consideration.

## **PROTECTION OF PERSONAL DATA**

The information collected through bookings is exclusively intended for the Orelle reservation centre. None of this information will be sold or communicated to a third party. In accordance with the provisions of Law No. 78-17 of 6 January 1978 relating to data processing, files and freedoms, you have the right to access, rectify, modify and delete data concerning you. To do so, you can contact us by sending an email to [contact@orelle.net](mailto:contact@orelle.net)

## **TRANSLATIONS**

In the event that the General Terms and Conditions have been translated into one or more foreign languages, only the text of the General Terms and Conditions of Sale written in French shall be authentic in the event of any discrepancy.