

## GENERAL RENTAL **TERMS** - SÉJOUR À TOULOUSE

### FEES

Rentals can be from 3 days to 3 months, and are charged per night. The fee is for the apartment, although the apartment's maximum sleeping capacity must be respected. For the longer stays from 3 months to one year, subject to rental regulations from date to date, discounts and payment by installments may be proposed.

Rentals bear a high season rate (corresponding to the periods of French school holidays:

For 2015:

- High season: from 4th to 6th April, from the 1st to the 3rd May, from 23rd to 25th may, from 11th to 14th July, from the 15th to the 16th August, from 17 October to 2nd November, from 19th December to 4th January 2016.
- High season: 25th to 29th march, 29th April to 2nd May, from 5th May to 8th May, from the 13th to the 18th May, from 11th to 14th July, from 12th to 16th august, from 19th October to 3rd November, from 10th to 14th November, from 17th December to 3rd January 2017.
- Low season fees for the rest of the year.

The per-night rate reduces as the length of the stay increases.

### CONFIRMATION BY DEPOSIT

A deposit of 30% or 15% (depending on the apartment) of the total of your fee is required to confirm your booking. For a 3 or 4 days stays the booking deposit is 40%. An administration fee of 20€ is also charged for your reservation to be final.

The deposit can be paid in three different ways:

- On line via our credit card secured payment system. This allows immediate booking.
- By French bank or postal cheque. Booking is then confirmed on reception.
- By bank transfer to **Séjour à Toulouse**

Cheque or bank transfer payment can only be made 15 days before arrival. For a bank transfer, the contract number, your name, the name of the apartment and the dates must be mentioned.

In all cases you will be sent a confirmation email with details of the property. A photocopy of your ID card will be requested.

### BALANCE PAYMENT

The outstanding balance is to be paid upon arrival either:

- in cash and in Euros,
- with a French cheque addressed to **Séjour à Toulouse**,
- a bank transfer (in this case 5 days before arrival),
- by credit card.



For cheques and bank transfer, the contract number, your name, the name of the apartment and the dates must be mentioned.

You are then provided with a contract, duly signed by both parties. No keys are provided until the payment procedure is fully completed.

## INVENTORY AND SECURITY DEPOSIT

An inventory is carried out in your presence, both when you arrive and when you leave. The required amount for the damage deposit is as follows, and varies according to the size of the apartment:

- Up to 50m<sup>2</sup>, 500€ deposit.
- 51 to 100m<sup>2</sup>, 800€ deposit.
- 100m<sup>2</sup> and above, 1500€ deposit.

The deposit is handed back 15 days after departure if no damage has been caused and if the property is handed back in a reasonably clean state (bins emptied, dishes washed and stored).

In case of damage or theft, the owner or his representative is committed to reconstitute the amount of the deposit less the due damage or cost of loss within 60 days incl. after the keys has been handed back.

Should the deposit fail to cover the damage, the tenant is bound to pay the difference according to the bills concerning the damage/loss.

In case of loss of keys the tenant is committed to pay for a new lock according to the invoice for replacement.

In the event of a problem concerning the inventory on arrival, the French law stipulates that the tenant has 24 hours to inform the landlord of any anomaly, defect or dysfunction. (Article 1731 of the Civil Code).

Premises should be left as they are found and the tenant must act with due diligence. Should it not be the case, a charge for housekeeping fees will be withheld from the deposit (50€ for a small apartment, less than 50m<sup>2</sup>, and 75€ for the larger ones, over 50m<sup>2</sup>).

## INSURANCE

The tenant being responsible for damages caused by him or due to his negligence, he must be covered by insurance, called here 'villégiature', a holiday /home public liability insurance.

## RENTAL FEES

All-inclusive prices, no surprises.

Prices mentioned are **inclusive of utility bills**.



**No extra fees** will be incurred for:

- water, gas, electricity (based on average consumption, for an apartment heated up to 20°C)
- internet access
- Bed linen and towels for the expected number of guests.

(However, please note that there is a government tourism tax of 0,40 cents per day and per person which is due and added to the rental price)

## ARRIVALS – DEPARTURES

Arrival times are between 3 pm and 7pm.

When you make your reservation, we will ask you to let us know your exact arrival time so that one of our agents can greet you at the apartment.

Please do advise us of any delay, either by contacting the agency or by contacting the number provided when you make your booking.

Departures are from 8 am until 12 am. Our agent will come to the apartment at an agreed time to get the keys and see that everything is in order.

Extra charge for:

- An unadvised late arrival (20€)
- An arrival or departure on Sundays (20€)
- Or at any other time outside the scheduled times (30€)
- Public holyday fare: 50 euros.

**Other schedules and night fare** (between 9 pm and 8 am): 50 euros.

**Public holyday fare:** 50 euros.

There are no extra charge for:

- Water, gas and electricity (based on average use)
- Sheets and towels,
- WIFI.

Only a 0.35€ daily « taxe de sejour ». The latter is French law for all hotels and accommodation.

## USING THE ACCOMMODATION

When making the reservation and signing the contract, the tenant undertakes to abide by the following rules:

- To use the accommodation as a temporary residence, and for private reasons. Under no circumstances can the accommodation be used for commercial, professional, or artistic purposes.
- To make sure that the accommodation is only being used by the person who has signed the contract and his or her companions, and that the maximum capacity is respected.
- To keep the premises in good condition and in keeping with the inventory established upon arrival.



- To do nothing that may be a nuisance to neighbours. In case of a complaint the tenant alone will be held responsible.
- To conform to local rules and regulations in terms of hygiene, public safety and peace
- Unless otherwise mentioned pets are not allowed

## EXTENSION OF STAY

Permission to extend your stay must be requested and put in writing.

According to availability, the tenant will be advised by mail and the contract modified accordingly.

- For tenants already in place, modifications of the contract will be done at our office:  
Séjour à Toulouse 4 Rue du Canon d'Arcole, 31000 Toulouse
- For corporate orders, the contract must be signed and paid not more than ten days following the extent agreement.

## CANCELLATION

### By the client:

All cancellations need to be sent to us in writing. **Sejour a Toulouse** is entitled to keep the 30% confirmation deposit, and, only if the cancellation is made within 15 days before the arrival date, the client will be asked to pay the balance. If the rental period is shortened during the stay, no refund will be made.

### By Sejoura Toulouse:

In the exceptional case of the accommodation becoming unavailable during your dates, Sejoura Toulouse will relocate you in an apartment of a similar or superior standing, which will be located as close as possible to the accommodation you chose, for the same price. In the case where a satisfactory option is not available, we will provide a full refund.

## OUTSTANDING AND LATE PAYMENTS

Concerns our corporate accounts only; **Séjour à Toulouse** reserves the right to charge:

- A lump sum allowance for late payments: 40€
- An administrative fee: 70€/month of delay

In case of outstanding payments a lump sum of 40€ fees will be applied.

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