



## GENERAL CONDITIONS OF SALES AND SPECIAL

### **LA RESIDENCE DU CHATEAU DE JOUARRES**

**Hameau de Jouarres**

**11700 AZILLE**

**N°SIRET 811 960 676 000 10 RCS CARCASSONNE**

**N°TVA Intracommunautaire FR 86 811 960 673**

### **Booking Confirmation / Deposit**

Only a written confirmation from you, is proof of the registration of your reservation. This is effective upon receipt of your deposit in the amount of 25% of total stay. Without receipt of the deposit in time, the matter will be considered canceled.

### **Regulations**

The balance of your stay must be paid no later than 30 days prior to arrival, without reminder from us. Your checks should be made payable to the order of SAS Residence Castle Jouarres and sent to the company headquarters SAS Residence Castle Jouarres, reservations department, Hameau de Jouarres, 11700 AZILLE. Thank you to indicate on the back of your check, first and last name and your ID file.

Other Payments accepted: bank transfer, credit card, visa, master-card, cash by money order .

When booking less than a month before departure: payment of the whole.

A J-21, mandatory payment by credit card.

The non payment of the balance by the due date may be considered a cancellation with no refund possible.

In accordance with Article 33 of Ordinance No. 86.1243 of 01.12.1986, if the sums due are paid after the payment date on the invoice, they will produce, beyond the period specified in the general conditions of sale automatically as a penalty for late payment, equivalent to an interest-one and half times the legal rate of interest.

Possibility of structured settlements, information from our reservation office.

### **Rates**

Our published rates are communicated subject to error or omission. SAS's residence Jouarres castle reserves the right to pass on these potential regulatory or fiscal economic developments (exchange rates, taxes, VAT ...). Our prices are available on the dates indicated. The dates correspond to the periods of opening of the residence, except in cases of force majeure.

### **Promotional rates**

10% discount for rentals of two weeks or more consecutive. This discount will be applied on the price of renting apartment and never on optional benefits.

**Bail**

A deposit of € 250 is required per apartment. It is refundable upon departure after checking the cleanliness of the apartment and inventory. It covers the equipment provided. If nocturnal departure without inventory, the deposit will be returned later subject to any deductions for which, in this case, the position of the SAS Residence Castle Jouarres can not be challenged.

**Tourist tax**

It will be added to your room bill, except in special cases. It applies only to those aged 18 and older.

**Insurance**

There are no individual insurance included in our rates. The theft warranty applies only in certain cases of burglary in the buildings and within the limits set by the insurer of SAS Residence Castle Jouarres. If supported, the refund will be net of obsolescence and franchise. To be admissible, the declaration must be accompanied by a deposit of complaint. SAS Residence Castle Jouarres disclaims all responsibility for any theft or damage suffered on vehicles and their contents, even on free parking places and unguarded, available to vacationers.

**Cancellation**

Very serious reasons may require a tenant to cancel his reservation. The repayment terms are as follows, if the notification of the cancellation is made by registered letter with acknowledgment (receipt as proof). In all cases, the booking fees and the value of cancellation Plan remain with the SAS Residence Castle Jouarres.

- + 60 days before arrival, refund of the deposit paid. SAS Residence Castle Jouarres retains 5% of the rental amount.

If you have not subscribed to the cancellation plan proposed by the SAS Residence Castle Jouarres

- Between the 59th and 30th day before the arrival of SAS Residence Castle Jouarres retains the deposit or 25% of the stay.
- less than 30 days before arrival, the entire stay is due.
- shortened stay: the entire stay is due.

If you subscribed to the cancellation plan proposed by the SAS Residence Castle Jouarres

We propose to subscribe to the cancellation plan, which rises to 4% of the price of your rental. It covers the reimbursement of part of the sums paid in the event of problems on your part. Managed by the SAS Residence Castle Jouarres, it is optional and must be set at the same time as the deposit payment. It allows you to enjoy, within the limits of the following detailed provisions, refund of the amounts paid (excluding cancellation insurance) less deduction of retention:

- 5% of your rental if the cancellation occurs between 15 and 59 days
- 10% of your rental if canceled -15 days before the start date of stay.

The cancellation plan takes effect the day following the subscription and ceases at the end of the lease concerned.

The cancellation justified by:

- Serious illness, serious bodily injury or death of yourself, your spouse in law or in fact, whether your parents or your descendants, brothers and sisters. Critical illness means a deterioration in health observed by a competent medical authority notoriously prohibiting leaving the room and implying the cessation of all professional or other activity. For major accident it means an unintentional bodily injury on the part of the victim, from the sudden action of an external cause and prohibiting him any movement. Your cancellation plan guarantees you against the consequences of accidents or illnesses occurring after the date of subscription.

- Serious injuries (requiring your presence on site) due to theft, fire or natural elements to your main or secondary residence.
- The fact that someone in your family (spouse, ascendant or descendant), inscribed simultaneously on the same file is insured by this contract, cancels the guaranteed reasons listed above.

Excluded terms of the contract

- Misuse of alcohol or drugs, psychic diseases, intentional acts, the denial of leave or loss and return to work.

### **Notification of cancellation**

You must notify, by registered mail with return receipt, as soon as possible, your cancellation at SAS Reservation Service Residence Castle Jouarres and join, if you have subscribed the cancellation insurance all the receipts to verify the merits of your claim.

No show on residence, we draw your attention to the fact that if, without notice, a tenant does not show up within 24 hours after the confirmed date for the start of the rental, the reservation is considered canceled without no refund possible.

Changing folder, fees are retained for 25 € for any change (apartment and dates).

Modification due to HSH residence Castle Jouarres, if underfill, and for planning optimization reasons or force majeure, the residence of the SAS Jouarres castle reserves the right to propose another date up to 14 days before the date of stay. In case no cons-proposal should the reservation be canceled and a full refund. A letter or an email will be sent with confirmation of receipt, you can not claim damages. SAS Residence Castle Jouarres may also warrant a rental cancellation decision by exempting from liability from the time when they can prove that the breach of contract is due, among other things, to an event or a third person.

### **Files**

Under the Data Protection Act of January 6, 1978 (No. 78/17), you have the right to access and rectify data concerning you. Unless you object, made in writing, SAS Residence Castle Jouarres can sometimes communicate your details to other organizations.

### **Disputes**

Any claim relating to the stay should be addressed in the maximum of one month period after the date of return by registered letter to SAS Residence Castle Jouarres.

### **Rights image**

If photographic reports on the residence, you must inform us of your desire not to appear in our publications.