

RESERVATION POLICIES

1. GENERAL PROVISIONS

1. The renter responsible for the reservation must be at least twenty-one years old (21) and be present during the entire stay.
2. The full balance of the rental amount must be paid thirty (30) days before the arrival date. Unless otherwise indicated, payment is automatically taken on the same credit card as the one used for the deposit.
3. If the reservation is made within thirty (30) days before the arrival date, full payment is required.
4. No cancellations are refundable.
5. The owner reserves the right to transfer the renter from a unit to another of equivalent or higher quality without any notice and at all time.

2. SECURITY DEPOSIT

1. A security deposit varying from 300.00\$ to 1000.00\$ is required for each reservation depending on the type of accommodation booked.
2. This amount must be available on a credit card and will be taken upon arrival.
3. This amount will be released upon departure if the rental conditions have been respected.

3. REGULATIONS

1. The number of people indicated and authorized in the unit and as per the contract can not be exceeded at any time.
2. The use of fireworks of any kind is strictly prohibited on grounds pertaining to the owner.
3. No noise or excessive music will be tolerated, both inside and outside of the accommodation. A curfew take effect from 11 p.m. A security guard is present on site to ensure the compliance with this condition.
4. Smoking is not allowed inside any unit.
5. No animals are accepted inside or outside of a unit.
6. It is strictly forbidden to park in the streets and on the lawn.
7. It is strictly forbidden to drive a snowmobile or a four-wheeled vehicle in the Massif of Charlevoix.
8. No trailers are accepted without authorization.
9. The local regulation must be respected at all time.
10. It is forbidden to move furniture in the accomodation.

11. It is also forbidden to move, disconnect or modify the electronic installation of devices present in the unit such as the television, DVD player, modem, router...

4. SPA : CONDITION OF USE

1. If the unit is equipped with a spa, there are risks inherent in its use such as : risk of drowning, heat stroke, falling on icy surfaces due to splashes from users. Use of the spa is at the own responsibility of the user.

2. The person renting the unit must advise the other guests of these risks.

3. The Spa is for 6 people at a time.

4. This contract releases the owner and its agents from any prejudice caused by the use of the spa.

5. The owner will not be held responsible for any material damaged caused.

6. After the last use of the spa of the day, you must put in the water a shock treatment capsule located beside the spa.

7. If the spa is left in poor condition after your visit, a charge for an emergency emptying could be added to your final invoice.

5. PENALTIES

1. Failure to comply with the indicated regulations on the renting contract will automatically result in a penalty equivalent to the security deposit. Any breakage of any equipment will directly be charged on the security deposit. In case of major breakage whose value is greater than the security deposit, the balance will be charged to the person responsible for the reservation.

2. In the event of non-compliance with the curfew followed by the intervention of the security guard a minimum penalty of 250\$ will be applied.

6. OTHER PROVISIONS

1. The owner cannot be held responsible for any outage of electricity, water supply or any other situation being beyond its control like case of force majeure.

2. The owner cannot be held responsible for any forgotten or lost item in the accommodations. Any object found by the owner and not claimed after a one month period will be donated to charity.

3. The owner does not ensure the functioning of the BBQ between October 1st and April 30.

4. The owner reserves the right to access the rented unit at any time, without prior warning and without the consent of the renter even on its absence.

7. FINAL DISPOSITIONS

1. The renter understands and accepts the rental terms and conditions.

2. The renter agrees to ensure that anyone present in the accommodation has read and understood these rental conditions.

3. By signing, the renter is responsible for any loss or damage caused by anyone present in the unit they rented. Upon arrival the renter agrees to inform the owner of any breakage or missing items from the inventory. Otherwise they would be held responsible for these breakage or missing items and therefore also held responsible to any incurred cost to replace or repair said breakage or missing items. The renter understands that the conditions disclaused in clauses 3 and 4 must be observed otherwise they will be subject to clause 5.