

RESERVATION POLICIES

1. GENERAL PROVISIONS

- 1.1. The renter responsible for the reservation must be at least twenty-one years old (21) and be present during the entire stay.
- 1.2. 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.
- 1.3. If the reservation is made within thirty (30) days before the arrival date, full payment is required.
- 1.4. No cancellations are refundable.
- 1.5. 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

- 2.1. A security deposit varying from 300.00\$ to 1000.00\$ is required for each reservation depending on the type of accommodation booked.
- 2.2. This amount must be available on a credit card and is required upon arrival of the renter. This amount will be released upon the departure of the renter (48 hours) if the rules and conditions of the rental are respected. If not, penalties will be applied (see penalties).

3. REGULATIONS

- 3.1. The number of people indicated and authorized in the unit and as per the contract cannot be exceeded at any time.
- 3.2. The use of fireworks of any kind is strictly prohibited on grounds pertaining to the owner.
- 3.3. For your safety and the sustainability of Le Massif's Forest, open fires are prohibited at all times near and around the Chalets Forêt, Chalet Forêt Jumelés, Refuges and Caches de la Grande-Pointe. A penalty will apply.
- 3.4. No noise or excessive music will be tolerated, both inside and outside of the accommodation. A curfew take effect from 10 p.m.
- 3.4. Smoking is not allowed inside any unit.
- 3.5. No animals are accepted inside or outside of a unit.
- 3.6. It is strictly forbidden to park in the streets and on the lawn.
- 3.7. It is strictly forbidden to drive a snowmobile or a four-wheeled vehicle in the Massif of Charlevoix.
- 3.8. No trailers are accepted without authorization.
- 3.9. The local regulation must be respected at all time.
- 3.10. It is forbidden to move furniture in the accommodation.
- 3.11. 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.
- 3.12. The renter is responsible for depositing waste and recycling from its rental unit in the containers provided. Failure to do so will result in a fee.

4. HOT TUB: CONDITIONS OF USE

- 4.1 If the unit is equipped with a hot tub, 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 hot tub is at the own responsibility of the user.
- 4.2 The person renting the unit must advise the other guests of these risks.
- 4.3 At all times, **CHECK THE WATER TEMPERATURE BEFORE ENTERING THE SPA. IT MUST NOT EXCEED 38° C (set in fahrenheit).**
- 4.4 The maximum number of people allowed in the spa is six (6) at a time. Depending on the number of seats, the number of people should not be exceeded as this will cause the spa to overflow and may result in pump failure. It is also not recommended to take a SPA alone for safety reasons.
- 4.5 This contract releases the owner and its agents from any prejudice caused by the use of the hot tub.
- 4.6 The owner will not be held responsible for any material or physical damaged caused, lost, theft or alteration.
- 4.7 Before swimming, it is mandatory to take a shower with the bathing suit in order to remove all traces of soap, laundry soap, shampoo, deodorant, sunscreen, fly oil, etc. from the body. This will prevent you from having a layer of soapy foam on the surface of the water and cause an emergency draining the next stay and receive a penalty, as described in point 5.3 of this policy.
- 4.8 If your hair is long, you should tie it up above the neck.
- 4.9 It is forbidden to smoke, consume food, drink and/or any other food in the spa.
- 4.10. Beware of drowning: leave the SPA immediately if you feel uncomfortable, dizzy or drowsy. Hot water can cause hypothermia and loss of consciousness. Use of the SPA in conjunction with alcohol, drugs, or medication can cause loss of consciousness.
- 4.11. It is of course strictly forbidden to use the SPA in case of skin lesions, plantar warts etc. and strongly recommended to shower once back in your room and to moisturize your skin.
- 4.12. The hot tub cover must remain closed at all times between swims to prevent chlorine evaporation and debris from accumulating in the water.
- 4.13. The chlorine float must remain in the spa at all times.
- 4.14. **AFTER THE LAST BATH OF THE DAY, YOU MUST PLACE A SHOCK TREATMENT CAPSULE IN THE WATER WHICH IS LOCATED NEAR THE SPA.**
- 4.15. If the hot tub is left in poor condition after your visit, a charge for an emergency draining could be added to your final invoice.

5. PENALTIES

- 5.1 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.
- 5.2 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.
- 5.3 An amount of 200,00\$ plus taxes will be charged for an emergency draining of the hot tub.
- 5.4 Failure to dispose garbage and recycling in the appropriate location will result in a charge of 75.00\$ plus taxes.
- 5.5 Open fires are subject to a charge of 500.00\$.

6 OTHER PROVISIONS

- 6.1 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.
- 6.2 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 three-month period will be donated to charity.
- 6.3 The owner does not ensure the functioning of the BBQ between October 1st and April 30th.
- 6.4 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

- 7.1 The renter understands and accepts the rental terms and conditions.
- 7.2 The renter agrees to ensure that anyone present in the accommodation has read and understood these rental conditions.
- 7.3 By receiving this reservation policy, 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 disclosed in clauses 3 and 4 must be observed otherwise they will be subject to clause 5.