

## **RESERVATION POLICIES**

### **1. GENERAL DISPOSITION**

- 1.1. The Tenant responsible for the reservation must be at least twenty-one (21) years of age and present during the entire stay.
- 1.2. The total amount of the rental must be paid thirty (30) days before the date of arrival. Unless otherwise specified, payment will be made automatically to the same credit card as the initial deposit.
- 1.3. If the reservation is made less than thirty (30) days before the arrival date, the total amount is required and will be charged at the time of reservation.
- 1.4. Cancellations are non-refundable.
- 1.5. The Landlord reserves the right to transfer customers to an accommodation unit of equivalent or higher quality without prior
- 1.6. notice at any time.

### **2. SECURITY DEPOSIT**

- 2.1 A refundable security deposit ranging from 500.00\$ to 1000.00\$ per reservation is required for each rental. These vary according to the type of accommodation reserved.
- 2.2 This amount must be available on a credit card and is required upon the Tenant's arrival. This amount will be released following the Tenant's departure (48 hours) if the rules and rental conditions are respected. Otherwise, penalties will be applied (see penalties).

### **3. RULES AND RENTAL CONDITIONS**

- 3.1. The number of persons authorized per accommodation unit indicated at the end of this contract may not be exceeded at any time.
- 3.2. The use of fireworks of any kind is prohibited.
- 3.3. For your safety and the long-term survival of Le Massif's inhabited forest, open fires are prohibited at all times near and around Chalets-Forêt, Semi-detached, Refuges, Grande-Pointe Houses and Caches de la Grande-Pointe. A penalty will apply.
- 3.4. No excessive noise or music will be tolerated, either inside or outside an accommodation unit. A curfew of 10:00 p.m. is in effect.
- 3.5. Smoking is not permitted inside any unit.
- 3.6. No animals are allowed inside or outside a unit, under penalty of expulsion from the unit without refund of the remaining stay.
- 3.7. Parking on the streets and lawns is strictly forbidden.
- 3.8. It is strictly forbidden to use snowmobiles or four-wheelers at Le Massif de Charlevoix.

- 3.9. No motorized vehicles such as trailers, caravans, vans, campers and/or other vehicles are permitted without authorization.
- 3.10. It is forbidden to use another car charging station than that of the rented unit.
- 3.11. Municipal by-laws must be respected at all times.
- 3.12. It is forbidden to move furniture in the accommodation unit.
- 3.13. It is also forbidden to move, disconnect or modify the electronic installations included in the accommodation unit (television, DVD player, modem, router, internet, chromecast).
- 3.14. The Tenant is responsible for depositing waste and recycling from the rental unit in the containers provided in the sector of the unit. Failure to do so will result in charges.
- 3.15. The range of body care products must remain in the unit. Penalties will apply.

#### **4. CONDITIONS OF USE OF THE SPA**

- 4.1. 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 splashing from users. Use of the spa is at the Tenant's own risk.
- 4.2. The Tenant is responsible for informing other guests of these risks.
- 4.3. At all times, CHECK 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, this number must not be exceeded, as this will cause the spa to overflow and may result in pump failure. For safety reasons, we do not recommend taking a SPA alone.
- 4.5. The present contract releases the Landord and its agents from any damage caused by the use of the spa.
- 4.6. The Landlord accepts no liability for any physical or material damage, loss, theft or alteration.
- 4.7. Before swimming, you must shower with your bathing suit to remove all traces of soap, laundry soap, shampoo, deodorant, sun cream, fly oil, etc. from your body. This will prevent you from having a layer of soapy foam on the surface of the water, resulting in an emergency drain the next time you stay and a penalty as described in point 5.3 of this policy.
- 4.8. If your hair is long, it must be tied back above the nape of your 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 hyperthermia and loss of consciousness. Use of the SPA in conjunction with alcohol, drugs or medication may result in unconsciousness;

- 4.11. It is of course strictly forbidden to use the SPA if you have skin lesions, plantar warts, etc., and we strongly recommend that you shower after returning to your room and moisturize your skin.
- 4.12. The spa cover must remain closed at all times between swims, to avoid chlorine evaporation and prevent debris from accumulating in the water.
- 4.13. The chlorine float must remain in the spa at all times.
- 4.14. You will be charged for any emergency draining of the spa due to misuse, if the spa's operating conditions are not respected.

You will be charged a penalty for emergency draining of the spa due to misuse and/or if the spa's conditions of use are not respected.

## **5. PENALTIES**

- 5.1. Failure to comply with the rental rules and conditions indicated will automatically result in a penalty equivalent to the security deposit. Breakage of any equipment will be charged at cost from the security deposit. In the event of major breakage exceeding the security deposit, the balance will be charged to the person responsible for the rental.
- 5.2. The presence of animals inside or outside the unit without prior authorization will result in expulsion without refund.
- 5.3. Failure to comply with curfew will result in a minimum penalty of \$250 following intervention by the security guard.
- 5.4. An amount of \$200.00 plus taxes will be charged for an emergency draining of a spa.
- 5.5. Failure to dispose of waste and recycling will result in a charge of \$75.00 plus taxes.
- 5.6. Open fires are subject to a charge of \$500.00.
- 5.7. Disappearance of body care products is subject to a penalty of \$25.00 plus taxes per product.

## **6. OTHER PROVISIONS**

- 6.1. The Landlord shall not be liable for any loss or interruption resulting from a power cut, water supply cut or any other situation beyond its control and force majeure.
- 6.2. The Landlord cannot be held responsible for items left or lost in the cottages. Any item found by the Landlord and not claimed within three months will be donated to charity.
- 6.3. For units with BBQs, the Landlord does not operate the BBQs between October 1 and May 31.

- 6.4. The Landlord reserves the right to access the rented unit at any time, without prior warning and without the Tenant's consent, even if the Tenant is absent.

## **7. FINAL PROVISIONS**

- 7.1. The Tenant understands and accepts the terms and conditions of rental.
- 7.2. The Tenant undertakes to ensure that all persons present in the accommodation unit have read and understood these rental terms and conditions.
- 7.3. By receiving this reservation policy, the Tenant accepts responsibility for any loss or damage caused by any person present in the accommodation unit rented. Upon arrival, the Tenant agrees to inform the Landlord of any breakage or shortage in the inventory, under penalty of being held responsible for such breakage or shortage, and also agrees to reimburse any costs incurred to replace or repair, at the Landlord's discretion, any breakage or shortage in the inventory and understands that the conditions contained in clauses 3 and 4 must be respected, subject to clause 5.