



AUTOUR DU PETIT PARADIS & AUX AUGUSTINS

Deux Maisons d'Habitation - Avignon Intramuros - Appartements Meublés de Charme

GENERAL TERMS AND CONDITIONS OF SALE and INTERIOR REGULATIONS

Guesthouses Autour du Petit Paradis and Aux Augustins

In view of the pandemic and its consequences, we reserve the right to unilaterally cancel, at no cost to either party, the rental contracts in the event of exceptional circumstances (risk of resumption of the epidemic, actual epidemic or pandemic, administrative closure, prefectural decision, government announcement, sale or other circumstances preventing the holding of the stay).

Art. 1 APPLICABLE REGULATIONS

Any reservation signifies unreserved acceptance of the General Terms and Conditions of Sale.

Art. 2 REGISTRATION AND RESERVATION

Our activity is not linked to the holding of any event, whether recurrent or not, in Avignon or the surrounding area. Please take out a personal insurance policy covering all risks, particularly those linked to epidemics and pandemics, as we decline all responsibility in the event of your stay being prevented, whatever the circumstances. All reservations must be guaranteed by a credit card (Visa, Eurocard Mastercard) valid during the stay. Any reservation requires a partial payment of 10% in the case of the flexible economy rate or 50% in the case of a semi-refundable rate or full payment of the stay in all other cases, except for the rates "FLEXIBLE 3 - FLEXIBLE 7 - FLEXIBLE 14 - FLEXIBLE 30", see conditions in article 4. Without receipt of adequate payment at the time of booking, the sale will be considered null and void. Any refusal to pay the balance of a reservation within the time limit will de facto render the sale null and void and the sum paid by the customer will be retained without the customer being able to claim any prejudice.

Art. 3 CONDITIONS OF PAYMENT - ARRIVAL PROCEDURE

The partial or total amount of the invoice will be debited or pre-authorized at the time of reservation or at the latest 30 days before the start date of the stay. The customer who has not provided a valid means of payment on the agreed date is considered to have cancelled his trip. If a third person pays for the client, this person must sign the credit card receipt and provide valid identification.

Cancellation fees will be withheld as indicated in Art. 4.

a - For all stays, the client must be able to pay and provide the following documents:

- 1 - Read and accept the general terms and conditions of sale and the internal rules.
- 2 - Hand over a copy of a valid identity document on arrival.
- 3 - Settle the entire payment of the stay by credit card (visa or mastercard) or in cash on time according to the conditions of the contract. The visitor's tax is payable on site and in cash.

b - Methods and modalities of payment

Credit cards (Visa - Eurocard / Mastercard) or Cash (euros only)



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Bank transfers (only with our agreement and the transfer costs are to be paid by the customer

c - For stays of one month or more

Invoices for stays of one month or more will be presented and payable no later than the 1st of the current month.

Art. 4 CONDITIONS of RESERVATION, CANCELLATION and INTERRUPTION OF RESIDENCE

All rates are non-refundable, non-exchangeable and non-changeable with some exceptions. See conditions below. All cancellations must be made in writing [e-mail, letter (A/R letter determining the date of cancellation)].

In case of cancellation of stay the following compensation will be due:

"FLEXIBLE 3" rate which can be cancelled without charge up to 3 days before the arrival date.

Pre authorization made 30 days prior to arrival with payment on the day of the arrival.

"FLEXIBLE 7" rate which can be cancelled without charge up to 7 days before the arrival date. Pre-authorization made 30 days prior to arrival with payment on the day of arrival.

"FLEXIBLE 14" rate cancellable without charge up to 14 days prior to arrival date. Pre-authorization made 30 days prior to arrival with payment upon arrival.

"FLEXIBLE 30" rate cancellable without charge up to 30 days prior to arrival date. Pre-authorization made 30 days prior to arrival with payment upon arrival.

"Semi-flexible RACK" rate partially refundable under the following conditions: Non-refundable prepayment of 50% of the total amount and loss of the whole amount within 60 days of arrival.

"Flexible Economy Rate": Non-refundable prepayment of 10% of the total amount at reservation and loss of the remaining 90% from 30 days before arrival.

"Promotion" rate : Non refundable prepayment. The total amount is due on reservation.

Please be aware of the total loss on booking for the following non-refundable fares: Book relax, Promotion, B&B, Standard NR, Corporate, Early Booking, ...)

The customer will not be able to claim any compensation or refund for a NO SHOW, or if he shortens or interrupts his stay for any reason whatsoever or if he does not pay within the time limits specified by e-mail the balance of the reservation.

Please take out a personal insurance policy covering all risks, in particular those linked to epidemics, pandemics. We decline all responsibility in the event that your stay is prevented, whatever the circumstances.

Art. 5 ARRIVALS - DEPARTURES

Arrivals shall take place between 3:00 PM and 8:00 PM. If the arrival is forecasted after 8:00PM during the week and 12:00 noon (Sun) a late check-in is possible only with our agreement and an appointment for the check-in shall be made. Early or late check-in or late check out services may be possible if expressed in advance and subject to our agreement by email. The cost is 50,00euros. Departures shall take place before 10:30AM and luggage can

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be stored on premises and be picked up during the opening times. Late departures after 10h30am will be charged 50€ payable in cash. For a departure before our opening times instructions will be given on site on request.

Art. 6 PRICES

Current prices are specified in local currency (euros) including VAT, they are displayed on the website, and they relate only to making an accommodation unit available for the indicated number of persons. They do not include the local city tax to be paid cash per adult and per night (amount defined by city authorities). Optional services are not included in the room prices and to be paid extra when occurred. All the extras have to be paid by cash.

Art. 7 UPKEEP OF THE PREMISES MADE AVAILABLE - ACCESS

The client undertakes to draw attention to any anomaly and to any missing or damaged items within 24 hours of arrival. Any damage caused by the customer and/or lack of upkeep will be billed to the client. The accommodation unit is made available to the client in a good condition, and the client shall hand it back in a correct state. Any lack will be billed to the customer with an extra fee of 30 euros added to the final cleaning fee. The business reserves the right to enter into accommodation units that have been let for reasons of upkeep, hygiene, inspection, and/or safety. According to the Article R 3511-1 of the Public Health Code, Autour du Petit Paradis & Aux Augustins are a non-smoking areas. In case of non-respect we will charge a forfeit of 4 days (housing in occupation, for dry and extra cleaning). Under such conditions, the stay shall be terminated immediately. The same applies to non-compliance with VIDOC-related measures within the establishment. We don't accept animals

Art. 8 DURATION OF STAY

Renewal request: when available and at the discretion of the business, the duration of a stay may be prolonged, not necessarily in the same accommodation unit or at the same tariff. In the event of a prolongation being accepted and a new price being applied, the price shall be applicable as from signature of the new agreement corresponding to the newly-agreed period of accommodation. In the event of an early departure, the price applicable is the price corresponding to the stay in full, without any reduction being possible (cf. Article 4).

Art. 9 TERMINATION

The rental contract will be terminated automatically, without formality or delay in the event of non-performance by the client of one of his obligations:

- **prohibition of smoking or steaming,**
- **COVID procedures (social distancing, compulsory wearing of masks, etc.),**
- **Refusal to take temperature in case of suspicion of COVID**
- **viral disease to COVID not declared knowingly or not with a COVID cleaning fee of 250€.**
- **Behavior that does not respect the internal regulations and/or is detrimental to the well-being and comfort of the other occupying guests.**



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Under these conditions, his stay will be terminated immediately and without compensation, without prejudice to any claims for compensation that Autour du Petit Paradis SARL and third parties may assert against him.

Art. 10 LIABILITIES

The business shall not be liable in the event of clients' personal possessions being stolen or damaged in the accommodation unit. The same applies to premises in common, car parking, and any other dependencies or annexes of the business. Nevertheless, certain precautions can help you avoid any inconvenience, in particular by verifying that the doors and windows of your accommodation units are properly closed while you are away.

The COVID measures taken in our establishments are strict in order to guarantee your safety so we decline any responsibility in case of COVID viral illness during your stay.

Art. 11 JURISDICTION IN THE EVENT OF DISPUTE

In the event of dispute, the parties acknowledge that the competent courts are those having jurisdiction over the business. The authentic version of these general conditions is the version in French.

Art. 12 INTERNAL REGULATIONS

Any domiciliation in the house, for private or professional purposes, is strictly forbidden. In order to make life easier during your stay, internal rules are available in each accommodation unit. We thank you for reading and respecting them. Currently with the COVID procedure, these documents have been removed however common sense, education, reading and acceptance of the general conditions are more than sufficient.