



AUX AUGUSTINS by AUTOUR DU PETIT PARADIS SARL

Maison d'Habitation - Avignon Intramuros - Appartements Meublés de Charme

GENERAL CONDITIONS OF SALE and RULES OF PROCEDURE

In the wake of the COVID pandemic and its consequences, we reserve the right to unilaterally cancel rental contracts, at no cost to either party, 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 holiday from taking place). Our activity is not linked to the holding of any recurring or non-recurring event or demonstration in Avignon or the surrounding area, so we decline all responsibility in the event of your stay being prevented whatever the circumstances (any type of strike, cancellation of the Festival IN or Off d'Avignon, conference cancellation, etc.).

Unlike conventional rental contracts, our long-stay rental contracts for companies (with appropriate terms and conditions) will be adapted to their needs.

Art. 1 APPLICABLE RULES

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

Art. 2 REGISTRATION AND BOOKING

The customer will not be entitled to any compensation or refund for a NO SHOW, or if he shortens or interrupts his stay for any reason whatsoever.

The RESERVEZ ZEN - BOOK RELAX rate (non-refundable, non-exchangeable and non-modifiable) includes Cancellation / Interruption of stay / COVID Insurance. See conditions in article 4.

All reservations must be guaranteed by a valid credit card (Visa, Eurocard Mastercard). All reservations require full payment of the stay at the time of booking, with the exception of the following flexible rates: "FLEXIBLE 3 / FLEXIBLE 7 / FLEXIBLE 14 / FLEXIBLE30"; see conditions in article 4. The sale will be considered null and void without receipt of the appropriate reservation payment. Any refusal to pay the balance of a reservation within the allotted time 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 whatsoever.

Art. 3 CONDITIONS DE PAIEMENT - PROCEDURE D'ARRIVEE

Le montant partiel ou total de la facture sera débité ou préautorisé à la réservation ou au plus tard 30 jours avant la date de début de séjour. Faute de moyen de paiement en cours de validité à la date convenue, la réservation sera annulée. Des frais d'annulation seront alors retenus comme indiqué dans l'Art. 4.

A - Pour tous les séjours, le client devra pouvoir s'acquitter et fournir des pièces suivantes :

- Lire et accepter les conditions générales de vente et les règles internes
- Remettre une copie de pièce d'identité en cours de validité à son arrivée
- Solder l'intégralité du règlement du séjour par carte bancaire (visa ou mastercard) ou en espèces en temps et en heure selon les conditions du contrat. Les extras ainsi que la taxe de séjour (actuellement 1,65€/adulte/nuit) sont payables surplace et en espèces.

B - Modes et modalités de règlement

- Cartes bancaires (Visa – Eurocard / Mastercard) ou en Espèces (euros uniquement). Afin d'éviter toute fraude, nous refusons l'utilisation de toute carte de crédit autre que celles des clients séjournant au sein de l'établissement sauf exception (nous contacter impérativement avant toute réservation).
- Virements bancaires (uniquement avec notre accord, les frais de virements à la charge du client).
- Nous n'acceptons pas les chèques ni les chèques vacances.

C – Parking privé 25€/nuit uniquement en espèces et sur réservation confirmée par nos soins.

Art. 4 CONDITIONS OF RESERVATION, CANCELLATION AND INTERRUPTION OF STAY

The following rates (Book Zen - Book Relax, Promotion, B&B, Overnight stay, Non-refundable, Book in advance) are non-refundable, non-exchangeable and non-changeable.

The RESERVEZ ZEN - BOOK RELAX rate includes cancellation and interruption insurance. The rate is non-refundable, non-exchangeable and non-changeable. The insurance only works when payment is made at the time of booking. It is important to specify the identity of all persons staying in the accommodation to enable the insurance to cover everyone. Please refer to the general conditions of insurance on the following link: <https://gap.gritchen.fr/minurl/nk29KO--/>

All cancellations must be made in writing [e-mail, letter (A/R letter specifying the date of cancellation)] to avoid any dispute.

See conditions below for flexible rates. In the event of cancellation, the following compensation will be due:

"FLEXIBLE3 rate" can be cancelled free of charge up to 3 days before arrival date. Pre-authorization at the latest 30 days before arrival.

"FLEXIBLE7" can be cancelled free of charge up to 7 days before arrival. Pre-authorization no later than 30 days prior to arrival.

"FLEXIBLE14" rate cancellable free of charge up to 14 days before arrival. Pre-authorization required 30 days prior to arrival.

"FLEXIBLE 30" can be cancelled free of charge up to 30 days before arrival. Pre-authorization no later than 30 days before arrival.

Art. 5 ARRIVALS - DEPARTURES

Arrivals must be between 3pm and 10pm and departures before 10.30am. Please let us know your arrival time so that we can optimize our service. Arrival after 7 p.m. on weekdays and after 12 a.m. on Sundays and public holidays is possible by appointment only and with our agreement. Early check-in, late check-in or early check-out may be possible if requested in advance and subject to our agreement by email. The cost is 50euros.

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