

General terms and conditions for booking

1 - **Booking:**

A down payment of 50% of the estimated length of stay to be paid on booking and the balance to be paid on the day of arrival.

A safety deposit of 500 Euros will be required the day of arrival, it will be returned at your departure, with deduction for any damage.

An inventory will be made on the day of arrival and departure, thank you for reporting any broken or missing objects.

Accommodation must be left perfectly clean.

Additional services to be settled at the end of the stay by credit card or cash.

Les Hauts d'Albas reserve the right to refuse booking for a single night during school holidays and bank holiday weekends.

Insurance : the tenant attests he has taken out an insurance policy covering his own civil liability, as well as each resident's in the accommodation .

2 - **Cancellation by You :**

Any cancellation must be notified to Les Hauts d'Albas by post or by email.

In case you need to cancel your stay and if you give us a two week's notice, your down payment will be refunded (deducted from bank transfer fee).

In the event of your notifying us with less than two weeks, no deposit will be refunded (Remember that you can take out insurance to cover this risk). No show: in case the customer does not show up 24 hrs after the start date set for the stay, the contract will be void and Les Hauts d'Albas may dispose of the accommodation. The down payment shall be retained by Les Hauts d'Albas who will request payment of the balance of the accommodation price.

Shortened stay: in case of shortened stay, the full rental price is due and shall be retained by Les Hauts d'Albas.

Reduced number of tenants: except prior written agreement by Les Hauts d'Albas, no reduction of the amount of residents versus that specified in the contract may result in a reduction of the rental price initially determined.

3 - **Cancellation by Us:**

Les Hauts d'Albas reserve the right to cancel holidays in case of extreme conditions: extreme climatic events, terrorism or war. In these cases, a full refund will be returned. Les Hauts d'Albas will not pay compensation for any loss, including the consequences of the loss of residence due to its cancellation.

4 - **Tourist Tax:**

The Tourist Tax is a local tax that is paid by the customer to Les Hauts d'Albas who then transfer it to the Public Treasury. A 0.60 Euro Tourist Tax per night per person over 18y will be added to the price of your stay.