

GENERAL TERMS AND CONDITIONS

Article 1 APPLICABLE REGULATIONS - LEGAL STATUS

This convention applies under articles 1714 and 1762 of the civil code, as well as article L. 324-2 of the tourism code. It is governed by a tourism residence statute. As a result, the legal provisions concerning buildings designed for accommodation are not applicable, specifically, as regards the maintenance of premises. The customer must reside in his/her own tax-applicable property (entirely separate from the residence) and therefore the use of residence accommodation as personal property, whether personal or professional, is strictly prohibited.

Article 2 RESERVATION GUARANTEES - CANCELLATIONS

a – Inscription and reservation

Every reservation must be guaranteed by a valid credit card. Based on the residence and specified dates, the conditions concerning payment liability, whether settlement of the stay is in part (deposit guarantee) or in total, as well as an authorisation form for debits on your bank card, may be addressed to you, and must then be signed and returned to us for sales confirmation by Suites Résidences Group. All inscriptions must be accompanied by the payment of a deposit equivalent to at least 20% of the total cost of the reservation. Invoices for stays of 1 month or more will be produced and presented each month. If the deposit guarantee has not been received by the required date, the sale will be considered void. The remaining amount should have been settled 14 days prior to the arrival date or otherwise, immediately, for last-minute reservations. Group reservations are subject to specific "Group terms and conditions". Reservations of more than 10 rental properties by the same company or customer are thus applicable.

b – Cancellations

In the event of cancellation, and based on the duration of your stay, the client must pay the following indemnities - In any event, at any point from the date at which the deposit guarantee is paid to the 31st day inclusive prior to your arrival, you have the option to cancel your reservation.

Duration between cancellation and arrival date (Day J)	30 days or more	15 to 30 days (15 full days)	3 to 15 days (3 full days)	Between 3 days and Day J (before 4pm)	Day J- After 4pm or no show
■ Stays					
1 – 3 nights	None	None	1 night	1 night	100 %
4 – 6 nights	None	1 night	2 nights	70 %	100 %
7 – 30 nights	None	30 %	50 %	70 %	100 %
30 nights +	None	30 %	50 %	70 %	100 %

Whatever the length of the stay, these penalties cannot exceed the equivalent cost of 1 month's stay at the associated residence. For stays in half-board or full-board accommodation, the indemnity for stays of 7 days or more will be equal to the same scales as those mentioned above.

Article 3 TERMS AND CONDITIONS OF PAYMENT - ARRIVAL PROCEDURES

Invoices must be paid immediately on presentation of the(se) document(s). All stays are subject to payment on a specific date - In the event that a client does not respect these conditions, the provisions of Article 8 of these general terms and conditions will legally apply.

> For all stays, customers must :

- 1 – Fill out an authorisation form for debits on their credit / debit card
- 2 – Provide a copy of their valid ID (passport, drivers' licence) and a RIB (bank account details)
- 3 – Provide confirmation of a pre-authorisation from his/her bank (on a credit card) to guarantee rental premises for stays of less than a month and full payment for monthly stays.
- 4 – Settle the entire remaining balance on arrival – if full payment for the stay has not already been confirmed (Art. 2a)
- 5 – Read and take note of the inventory and assessment of their accommodation / Ref. Art. 6

> Responsibility - Delay penalties

- In the event that a third party takes responsibility for the payment of accommodation and services used by the customer, it is the customer who remains personally responsible for said payments.
- In the event that the said third party becomes insolvent, the customer (if unable to settle the outstanding amount(s)) will be obliged to leave the premises (Art. 8).
- Additional services must be paid for on presentation of the corresponding invoice. The accepted credit limit for these services is 150 € (all taxes included).
- The customer is required to pay the residence an additional monthly interest charge of 1.5 % on any amount that has not been settled on the due date.

> Methods of payment

Credit and debit cards (American Express – Diners club – Visa – Eurocard / Mastercard / JCB).

Cash (for deposits intended to guarantee the rented premises, refunds only by cheque or money transfer ; transfer fees are charged to the customer).

Money transfers (accepted on the condition that the transfer is completed and the total amount is present on the residence's account on the day of arrival at the latest)

Cheques are not accepted

Article 4 ARRIVALS – DEPARTURES

Customers are asked to arrive no sooner than 4pm on their arrival day and to depart before 10am on the day of departure.

Article 5 RATES

The current applicable rates are indicated in the local currency, all taxes included and displayed on site. These rates only include the accommodation provided. They do not include local tourist taxes. Specific services available at additional cost are not included in the price. In some cases, electrical consumption is invoiced at a fixed rate and must be paid for by the customer on departure in the event that he/she uses more than his/her allowance (ascertained by a meter reading and invoiced at the KWH rate applicable).

Article 6 MAINTENANCE OF PROPERTY AND PROPERTY SERVICES - ACCESS

An inventory and a quality assessment of accommodation is required on hand-over of accommodation. The customer is responsible for checking that the accommodation is in good order and must point out any problems or missing or damaged items within 24 hours after arrival. Upon departure, a new assessment may be made by a Company representative and any variations or omissions compared with the original inventory and assessment, such as damage to fixtures, will be invoiced to the customer. Residence accommodation is handed over to the customer in pristine condition and he/she should ensure that the property is respected and kept in the same good order. The Company reserves the right to enter rented premises for necessary maintenance work and/or security reasons.

Article 7 LENGTH OF THE STAY (Expected departure time – Renewal request)

The length of your stay can be extended - subject to availability and at the discretion of the residence - without any obligation to stay in the same accommodation or at the same rate. **In the event that a renewal request is accepted** and a new rate agreed, it is this rate that will be applicable once the customer has signed a new convention for the renewed period. **In the event that the customer leaves his/her accommodation prior to the end of the renewed stay**, the renewed rate will apply and possible cancellation charges added. (Ref. Art..2b)

Article 8 RESILIATION - REFUSAL OF RENEWAL

This convention will be legally terminated, without formalities or delays, at the end of the date envisaged in the convention and/or in the event that the customer fails to adhere to his/her contractual obligations or in the event that he/she behaves in a way that contravenes the rules of the establishment and/or disturbs the peace and comfort of other customers. Under these conditions, the customer is to leave the property immediately and if unwilling to do so, he/she will be expelled if necessary, following the procedures intended for such situations.

Article 9 STATUTE - RESPONSIBILITIES

This convention is governed by a tourist residence statute and therefore the provisions of articles 1952 of the civil code (and those that follow), as regards the hotel sector, do not apply. The Company cannot be held responsible for any theft of, or damage to, the personal effects of our customers in Company residences (including the personal safes in accommodation). This level of responsibility applies to local communal areas, car parks and other dependent areas or annexes of the residence. Certain precautions can nonetheless be taken in order to avoid disputes or disagreements - specifically, to ensure that patio doors and windows are shut properly when customers leave their accommodation.

Article 10 RULES OF THE ESTABLISHMENT

A list of house rules is displayed in each residence and in all accommodation. We kindly ask you to read and respect these rules.

Article 11 LEGAL JURISDICTION

In the event of legal proceedings, the parties recognise that the competent legal jurisdiction will be considered that of the Company.

NOTE : This document is translated from the original French version. For all questions / queries regarding the content of this document, please refer to the French version, recognised officially and holds authorised legal status.