

Terms and conditions  
For the apartment Eden Playa 5.5.2. holiday rental  
N. BENOIT, 16, rue du Levant à ANNEMASSE, France

## Data protection

Nicole BENOIT will use the personal information that you provide to us to process your booking. We may need to pass your personal Information to third-party service providers such as house manager or insurance companies and travel providers, if you have requested these additional facilities.

We also use your information to contact you about this holiday rental. If you do not wish to receive such information please contact Nicole BENOIT, 16, rue du Levant 74100 ANNEMASSE, France. They will not be disclosed to third parties for commercial purposes.

In accordance with the Data Protection Act, you have a right to access, modify and delete information about you that you can exercise by contacting Nicole BENOIT at [contact@edenplaya.es](mailto:contact@edenplaya.es). You can also, for legitimate reasons, oppose the processing of personal data.

## Booking the apartment Eden Playa

**There are the easy steps to book:**

**1 Online** – [www.edenplaya.co.uk](http://www.edenplaya.co.uk)

You can send a pre booking direct via our website in the Book Now section. It also provides the latest information available on our summer rental.

**2** Communicate with the owner by e-mail or phone to agree on the conditions of rent (date, duration, services)

**3.** Receive a rental agreement

**4.** Under 7 days, return the rental agreement with both signed copies and pay the deposit.

**Booking Policy:** All bookings for any family break that include under 18s should include a responsible adult who is at least 25 years of age.

## Paying for your apartment

**5. To Make the payment of the deposit, that is 25 % of the price of the stay.**

**6.** Receive by return your copy of signed contract

**7.** Without reminder of our part, finalize the payment 45 days before the arrival

## Your reservation

Your booking will only be confirmed once the deposit has been paid. When you receive your confirmation of booking, please send an e-mail or telephone if any of the details contained in it are incorrect.

## Preparing your arrival

**8.** 10 days before the stay, receive the voucher as well as the indications for the road

**9.** By arriving, to exchange the voucher of journey for becoming the keys of the apartment

**10.** Verify the inventory and indicate within 24 hours the imperfections and missing objects

## Preparing your departure

**11.** The day of the departure leave the apartment clean and to return keys

**12.** Receive the return of the amount of guarantee, decreased of possible cleaning, restoration and consummate services not included in the fixed price

## The Contract

The contract binds you and all members of your party, including day visitors. The contract lasts until you and your party leave the resort. It is your responsibility to ensure that all members of your party accept the terms and conditions of reservation and the provisions contained in 'Terms & Conditions'. Failure to disclose all relevant information or comply with these terms may lead to termination of the contract and loss of the booking. You remain the lead guest and contact point for the booking; you must attend the break booked. Your break cannot be passed or sold to a third party. We will only discuss details of the booking with you the lead guest.

## Web site accuracy

We try to ensure all information, photographs and accommodation descriptions have been compiled from the most accurate sources available at the time of going to publish. It should be noted that photographs are

illustrative only.

### The conditions of the stay

- The prices and dates of stay are confirmed at the time of your booking
- The apartment is planned for a maximum number of 3 occupants. It cannot be used by an upper number of persons. It is called back that a very young child is considered as a full occupant. Any overtaking will be refused.
- You have access to the infrastructures of leisure activities. However, we remind you among others that:
  - the access of the children to the swimming pool can be made only with the accompaniment of the relatives and under their responsibility,
  - the access to the fitness room is forbidden the children under age 16
  - the use of recreational facilities is strictly forbidden persons not staying at the residence.
- Within the residence, the customer has to behave to the staff and the infrastructures as " good head of family "
- Smoking policy: smoking is not permitted in any buildings, apartments or rooms. In the event that we find that you have been smoking in your room or apartment, we reserve the right to charge you a cleaning fee of €75.

### Arrival and departure times

Your accommodation key passes will be available on the day of arrival, as follows:

- Arrived: from 17 pm
- Please bring your voucher.
- The inventory of the furniture and the equipments is in the apartment. It is important that you check the general state of your apartment and the inventory and that you mentioned if necessary any imperfection or any object missing within 24 hours to the responsible person.

### Departure time

- Your departure day, we ask that you vacate your accommodation by 10am and return your keys to Guest Services. You are welcome to use the other residence facilities until 15 pm on your departure day.
- On departure, please leave your accommodation in a clean and tidy condition. Check your accommodation carefully prior to departure, as we do not accept liability for items left behind.
- The apartment must be returned in perfect condition by cleanliness.
- We reserve the right to charge you, during or after your stay, for any loss or damage to our property
- The amount of the deposit will be sent to you in 21 days after the end of your stay

### Pricing

- There is no charge for booking and administration
- The price of the "Confort" package includes: the fully furnished apartment rental ( T V , dish-washer , wash-machine), water, electricity, heating from October 15th to Mai 1<sup>st</sup> , and any tax
- The price of the "De Luxe" package includes: all the above plus certain benefits as per the pricelist, such as house cleaning and bed sheets, towels...

### Payments

- For booking made earlier than 45 days before your stay:
  - Deposit on booking: 25 %
  - Payment of the balance 45 days before your stay
- From France:
  - by check or transfer
- from other European Countries:
  - by transfer
- from other countries:
  - by Paypal
- Booking made between 45 days and 10 days before arrival
  - Deposit on booking: 25 % by transfer
  - Payment of the balance within 5 days of your booking
- from France and other European Countries:
  - by transfer (no check)
  - from other countries : by Paypal

- Late booking: 9 to 3 days before arrival
  - full payment by transfer within 3 days of your booking and before arrival

### Security deposit

- A refundable lump sum is required as collateral for the apartment entrusted to you
  - Amount: 300€
  - Refunded to you 21 days after your departure
  - Any cleaning or repair charge, as well as any chargeable service will be deducted from your refund.

### Cancellation

- In case of non payment on the due dates, the reservation is cancelled without notice or compensation
- You may cancel the reservation by sending a written notification
  - by letter to : N. BENOIT, 16, rue du Levant 74100 ANNEMASSE
  - or by e-mail to: [nbenoit@edenplaya.es](mailto:nbenoit@edenplaya.es).
  - the date of receipt of the notification determines the date of cancellation.
  - Cancellation charges are calculated from the date we receive your written cancellation notice, according to the following rules:

Cancellation x days before the start of your stay	Cancellation charge
45 days or more	0% - the deposit will be refunded (i.e. no fee)
44 – 21 days	25 %, ie deposit
20 and less	100 %

### House rules

You must read and obey the house rules, a copy of which is available inside the apartment.