

Booking Conditions and Information

Hereafter the Agency Peng France will be referred to as we; the client or customer as you.

Arrivals and Departures

Keys will be available before 17.00 hrs. on the day of your arrival. If arriving after our opening hours and if you have given the breakage deposit, your keys will be left in our key box in front of our agency. The code will be sent to you by email the day of your arrival. We accept no responsibility for arrivals outside our office hours. Departures must be by 10.00 hrs. For early departures, please leave the keys in our letter box in front of our office. For all late departures an extra cost will be charged from your breakage deposit.

Reception Office

Our reception office is in 4 avenue de Port Ambonne, in the PORT SOLEIL Shopping Center in front of the naturist yachting harbour, between the restaurants La Terrasse and Ô Caprices.

Magnetic Card

You need to purchase a magnetic card from the entrance office for access to the Naturist Village. For reservations made before March, we suggest sending you the access card by post (at your expense). This service is non-refundable.

Linen set (optional)

It includes: 2 small and 2 large towels, 1 bath mat, 2 pillowcases, a pair of sheets, 1 dish towel and a roll of toilet paper. For each rental of household linen, the price is €45.

The pair of sheets + pillowcases kit: €20

The pair kit of small and large towels + bath mat: €25

Linen set for short stays (less than 7 days) : €35

The linen kit is a rental. If it should be damaged, replacement of this linen will be charged.

Local tax

The local tax needs to be paid the day of your arrival at the latest, according to the legal rate in force.

How to Pay

In order to confirm your reservation a deposit of 25% of the total rental cost plus booking fees, plus the insurance fees have to be paid. The balance must be paid at least one month before your arrival, otherwise your reservation will be considered as cancelled by you: The deposit and fees will be lost, the accommodation will be released for reletting. When you receive the booking confirmation, please return a signed copy.

Means of Payment

By bank transfer (Please quote your reservation number and send us a copy of your transfer order): IBAN FR76 1660 7004 5540 0000 5770 067 BIC CCBPFRPPPPG, BANQUE POPULAIRE du SUD 6 avenue du grand large 34300 AGDE.

By Credit Card, online on our website www.pengfrance.com

By cash - subject to a credit card imprint if payment on arrival, costs of this service 1.80% of the amount reserved). Please note that €500 notes cannot be accepted. Maximum payment in cash €1000 (code monétaire et financier, art.D112-3).

Cancellation Charges

30 or more days before the booked arrival date: Loss of the deposit and of the fees; 29 to 0 days before booked arrival date: 100% of the total cost. No refund if you cut your holiday short.

Insurance for Liability and Repatriation

The accommodation occupied by you is covered by building insurance. However, you are required to furnish a copy of your public liability insurance. We would advise you to check with your insurer as to whether your home contents insurance covers damages, theft, or other risks to your personal property whilst on holiday. If you are insured, please send us the certificate confirming you are covered in France as soon as you book. Otherwise, you must buy an insurance policy for liability, and repatriation from our broker. Extra cost : 3.23% of the rental price.

Breakage Deposit

The deposit must be given online, via the website Swikly, the link will be sent to you with the contract, by email. The deposit is mandatory to respond to any damage that may be caused in the accommodation. The tenant must report any anomaly at your arrival. The reports will be indisputable for late arrivals. The breakage deposit will be automatically cancelled within 24hrs.

Cleaning

Your accommodation is cleaned by our cleaning services at the end of your stay. However, you must leave it in good condition: crockery and cutlery should be washed up and put away, the linen set brought back to our office, the toilets, shower cleaned, the linen kit returned to the agency, the waste container emptied and refrigerators emptied. Otherwise, a supplement will automatically be withheld from your breakage deposit depending on the time spent by our services in the accommodation. Should you find the state of your accommodation unacceptable on your arrival, you need to report this to us on the day of your arrival so that we can rectify what is necessary to satisfy you. Any later complaints cannot be accepted.

Television, Internet, Lift

You may use free of charge any television or Wi-Fi that may be installed in your apartment. However, we cannot be held responsible for the working of the equipment or for the quality of the signal from any communal aerial and co-ownership. Any expense incurred by the tenant will be billed to him. In addition, the tenant agrees not to browse prohibited websites. If necessary, its sole responsibility would be engaged.

Parking

Parking spaces are a free service. No complaint will be accepted in the event of third-party incivilities.

Animals

For some accommodations, we cannot accept animals (health reasons), so please specify the presence of your pet. If, upon your departure, the presence of a parasite is reported to us within

3 days after your departure, we will ask you to settle the decontamination. It is very important to check with your insurer that your pet is covered for any damage it may cause in the accommodation booked. This service costs €35 / week / animal.

Obligation and declarations of the tenant

The tenant is bound by the following obligations:

- Occupy the premises personally, the rental contract being nominative and not transferable or transferable. Under no circumstances may the lessee sublet, even free of charge, or assign his rental rights, except with the written consent of the lessor.
- Do not exceed the occupancy capacity of the property. The premises which are the subject of the rental must not, under any circumstances, be occupied by a number of people greater than that indicated. If the tenant violates this clause, the lessor may seek the responsibility of the tenant.
- Take the rented premises in the condition they will be in when they come into use as described in the attached description.
- Occupy only bourgeois, to the exclusion of the exercise of any trade, profession or industry, the tenant acknowledging that this rental was only granted to him as a temporary residence and pleasure, a major condition without which the rental would not have been granted.
- Do nothing which, by the fact of the tenant and the accompanying persons, could affect the peace of the neighbourhood or of the other occupants.
- Comply, in the event of a rental in a condominium building, with the internal regulations and / or co-ownership regulations of the building.
- Do not store, under any circumstances, furniture, except for linen and small items.
- Do not make any modification or change in the arrangement of furniture and premises. Do not transport outside the rented premises the furniture and objects furnishing the rented property.
- Inform the agency, within 24 hours of arrival of any anomaly observed (including incomplete inventory or housekeeping problem). After this period, the rented property will be considered to have been given clean and in working order when the tenant enters.
- Allow repairs to be carried out in the rented premises, the urgency and necessity of which appear during the rental and do not allow their postponement.
- Immediately inform the lessor of any damage and damage occurring in the leased premises, even if no apparent damage results.
- Absolutely refrain from throwing in the washbasin, bathtub, bidet, sink, WC, etc. objects likely to obstruct the pipes, failing which the tenant will be liable for the costs incurred for putting the devices back into service. In this regard, because of the difficulties encountered during the season in obtaining the intervention of a craftsman, the lessor declines all responsibility for any delay in carrying out the necessary repairs.
- Maintain the rented premises and make them in good condition with rental repairs and maintenance at the end of use. Furniture and movable objects should suffer only from depreciation resulting from the normal use for which they are intended. Those which, at the expiration of this contract, will be missing or will have been taken out of service, for a cause

other than normal wear and tear, must be paid or replaced by the tenant, with the consent of the lessor.

- Pet: the tenant may bring a pet into the rented premises, with the express agreement of the agency, after having paid the animal supplement. However, no dog belonging to the first category mentioned in article L211-12 of the rural code will be accepted. They are prohibited on the beach.

Obligations of the lessor

- The lessor undertakes to make the rented accommodation available to the tenant, in accordance with the description and to comply with the obligations resulting from the Holiday Rental contract.

- The lessor declines all responsibility in the event of theft or burglary in the rented premises.

Data management

The communication of your personal data, which will be subject to automated processing intended for the administration, management, and negotiation of real estate, implies your consent to receive commercial offers from Sarl Peng France, all the companies in its group and its partners in the context of activities related to the execution of the Holiday Rental contract.

These conditions are a translation to facilitate the customer's understanding. Only the French conditions, available in the corresponding section on the pengfrance.com website, have legal value.