

Our general sales conditions are in accordance with the provisions of decree n° 94-490 dated June 15<sup>th</sup>, 1994, taken in application of article 31 of law n° 92-645 dated July 13<sup>th</sup>, 1992, setting out the conditions for carrying out the activities relating to the organization and sale of trips and holidays.

## **SPECIAL SALES CONDITIONS OF "OREE DU BOIS" :**

### **1 – REGISTRATION AND RESERVATION**

Any registration should be accompanied by a payment comprising:

- the deposit corresponding to:

\* the amount of 200 € per reservation. In case of several apartments booked at the same dates the deposit amounts to 200 € per apartment booked. And in the case of customers changing apartments during their stay, they only have to pay the deposit of 200 € only once;

\* 100 % of the insurance premium if you want to take out insurance.

From the date of paying the deposit until and including the 31<sup>st</sup> day before your stay, you have a right of cancelling your reservation. If you want to exercise said right, the amount of the deposit paid shall be reimbursed, less the amount of 20 € corresponding to the file costs incurred. The total insurance amount payable on reservation cannot be reimbursed.

The total amount of your rent is due 30 days before starting your stay at L'Orée du Bois or immediately in any case of last-minute booking.

If you did not pay the balance on due date and if you did not make use of your right of cancellation, L'Orée du Bois reserves the possibility of considering the sale as final as of the 30<sup>th</sup> day preceding your stay, depending on your reservation, and consequently applying the cancellation terms provided for and defined below. This means that your commitment becomes irrevocable on payment of the balance before the 30<sup>th</sup> day preceding your stay, or in case of non payment of the balance and non cancellation on your part, as of the 30<sup>th</sup> day preceding your stay. The commitment of L'Orée du Bois becomes irrevocable before the 30<sup>th</sup> day preceding your stay, on forwarding confirmation of reservation.

Payments can be done by transfer code IBAN FR76 30003 00237 00020338533 03, or by Visa card. For any reservation at less than 30 days preceding the beginning of your stay, you can pay the balance of your reservation by transfer or credit card.

Payments shall be done to the following address: L'Orée du Bois – La Capoune – 84220 Gordes.

All our products are sold subject to availability.

### **2 – PRICE**

Accommodation

Our prices comprise, during the summer season, the making available of the accommodation, including costs (water, electricity, heating). The visitor tax, the fixed price for pets, the renting of a cot are payable directly on the place of your stay.

Outside this period electricity consumption shall be calculated in addition.

- 19 euro for an apartment « Fernandel »,
- 26 euro for an apartment « Pagnol »,
- 34 euro for an apartment « Cézanne »,
- 45 euro for an apartment « Confort ».

We remind you that an apartment planned for a certain number of occupants on renting out shall in no way whatever be occupied by more persons than first set out; we also remind you that infants are considered as fully-fledged occupants.

Optional services

Our accommodation prices do not comprise the additional optional services proposed on our website or on the spot.

Reduction

- The reductions proposed on our website are only applicable to the accommodation part of the contract and exclude any other services (fixed price for pets, electricity consumption ...)

### **3 – VISITOR TAX**

The visitor tax, collected on behalf of the municipalities, is not comprised in our prices. Of an amount of 0,99 € per person and per day (children under 18 are exempted), this tax shall be paid on the spot.

### **4 - MODIFICATION / CANCELLATION OF STAY BY THE CUSTOMER**

**Modification**

a – Accommodation

We will do our utmost to accept your requests for changing the date or type of apartment within the

limits of availability. If the amount of your reservation (excluding optional services) after modification turns out to be inferior to the amount of the reservation before modification, we deduct 10 € as modification costs.

#### b – Optional services

We will do our utmost to accept your requests for changing the optional services within the limits of availability. No financial deduction shall be applied in the case of modification or cancellation of optional services.

### **Cancellation**

In case of cancellation, you must notify us of this cancellation either by mail at the following address: L'Orée du Bois – Service Annulation - La Capoune – 84220 Gordes, or by fax to n° 0033 ( 0)4 90.72.06.02 to the attention of the cancellation department, or else by e-mail to the following address: [oreedubois.gordes@orange.fr](mailto:oreedubois.gordes@orange.fr), the date of receiving the notification determining the date of cancellation.

#### a - Accommodation

If you notify us before the 30<sup>th</sup> day preceding your stay, we deduct the amount of any insurance premiums taken out and reimburse you the deposit paid, less the amount of twenty euro (20 €) corresponding to file costs.

If you notify us from the 30<sup>th</sup> day onwards preceding your stay, we deduct the amount of any insurance premiums, to which shall be added the following indemnifications, according to your stay formula:

- Between 30 and 15 days before your arrival: 25 % \*
- Between 14 and 8 days before your arrival: 50 % \*
- Between 7 days and 4 days before your arrival: 75 % \*
- 3 days and less before your arrival: 100%\*

\* of the total accommodation amount.

If we find a lodger to replace you during the same period and on the same terms, we will deduct only 20 € corresponding to the file costs incurred.

#### b– Optional services

The optional services being settled on the spot, no expenses shall be charged to you for their cancellation.

#### Non appearance on the place of stay

If you do not show up on your place of stay, we will deduct the amount of any insurance premiums, to which shall be added the following indemnifications:

#### a – Accommodation

– Stay in Residence

100 % of the total amount of the stay.

#### b – Optional services

Non consumption on your place of stay of the related services reserved shall not entail any financial deduction on our part.

We recommend you to take out one of the insurance formulas contracted with "Générali Assurances" (see Article 14 - Insurance). The insurance premium must be paid in whole on booking and is never reimbursed.

## **5 – ARRIVAL AND DEPARTURE**

L'Orée du Bois draws your attention to the fact that, failing total payment of the price in spite of our follow-up letters, we shall proceed to the handing over of the keys when you show up at your place of stay only if you immediately settle the complete amount due.

The keys are handed over from 4 p.m. onwards at the date of your arrival if said payment was carried out. These keys shall be returned before 10 a.m. on the day\* of your departure. For short stays, the keys shall be handed over from 2 p.m. onwards, always subject to due payment, and shall be returned before noon on the day of departure.

\* Mostly on Saturdays.

If, further to a major obstacle, you cannot arrive according to schedule, you must notify L'Orée du Bois of this. We will then directly arrange with you so that you will find the keys of your apartment on arriving.

## **6 – GUARANTEE DEPOSIT**

A guarantee deposit of 200 € per apartment shall be requested on your arrival. This deposit shall be returned to you at the end of your stay after settlement of any related services consumed on the spot

(visitor tax, rent, purchase...) and subject to deduction made for indemnities withheld for any damages caused and for any services remained unpaid.

## **7 - PETS**

Pets are accepted in our residence on presentation of an anti-rabies certificate and against payment of the following fixed price, payable on the spot:

Participation of 23 € per pet and per week.

## **8 – DOMESTIC RULES**

In order to facilitate life during your holiday, domestic rules are posted up in each apartment; we thank you in advance for taking knowledge of these rules and observing them. Certain precautions can spare you trouble: close your windows before leaving your apartment, lock your door.

We would like to remind you that the fact of leaving behind personal effects inside your apartment on vacating the premises shall in no way commit L'Orée du Bois.

## **9 – INTERRUPTION OF STAY**

An early departure or an interruption of optional services shall not give rise to any reimbursement by the operator.

However, according to the insurance formula that you can take out within the framework of the contract with "Générali Assurances" (see article 14), you can, depending on the reason of your departure or the interruption of the activity, duly justified and within the limits of compliance with the terms of the contract, obtain pro rata temporis reimbursement as of the date of your departure from the site or the date of interruption of the activity.

As concerns the interruption of stay, you can obtain pro rata reimbursement of your stay only if you entirely vacated the apartment.

## **10 – POSSIBLE MODIFICATION OF OUR PROGRAMS**

If circumstances should compel us, and only in case of events of force majeure beyond our control, we could be obliged to partially or totally modify our programs (total or partial closure of a site, of a common equipment such as a swimming pool...).

## **11 – AFTER-SALES SERVICE**

Our local team is at your disposal all along your stay to answer your complaints, settle any failures noticed and allow you to fully enjoy your stay. You are warmly invited to get into contact with our team for any request.

Any complaint arising after your stay can be addressed by registered letter with acknowledgement of receipt to :

L'Orée du Bois – Service Réclamation – La Capoune – 84220 Gordes

within 2 months following the end of your stay, thus enabling us to give you our reply as soon as possible. We draw your attention to the fact that the longer you wait to forward us your complaints, the more we risk difficulties in settling your request to the best of your interests. Please specify in your mail the name of the person that booked the stay, the places and dates of your stay as well as the type of apartment booked, in order to facilitate the processing of your file. Also, please send us attached to your mail any supporting documents enabling us to limit the period for processing your complaint: personal documents (certificate of non consumption of services, certificate of early departure, hospitalization report...).

## **12 – INTERNET WEBSITE OF L'OREE DU BOIS**

Registration for one of our holiday stays implies the acceptance of our special sales conditions. On our website you will find a general description with pictures of the apartment for your information; taking into account the diversity of our apartments there are some differences on the level of configuration and decoration of certain apartments. For more details on the subject, do not hesitate to contact us. Moreover, we are not liable for the works engaged in either by private persons or by public authorities and which are liable to disturb our customers.

## **13 – LIABILITY – PRESCRIPTION**

We would like to inform you of the fact that the renting in Residence does not come within the framework of the liability of hotelkeepers. Consequently, L'Orée du Bois cannot be held liable in the case of loss, theft or damage to personal effects in our Residences, in the apartments as well as in the parking lots or common spaces (laundry room...).

## **14 – INSURANCE**

We took out with the company "Générali Assurances" the contract n° AH474512 comprising various formulas to which you can subscribe. This insurance comes into force on the date of reservation with

L'Orée du Bois or on the day following payment of the premium, at noon, if the insurance policy was taken out after booking. The insurance must be taken out before starting cancellation costs.

Warning: Are insured within the framework of this contract, all persons having their legal or tax domicile in the European Union, Andorra, Gibraltar, Liechtenstein, Monaco, Norway, San Marino or Switzerland.

Sarl BIMBO L'Orée du Bois,  
Limited Liability Company with a capital of 33 000 €,  
and with head office at La Capoune, 84220 Gordes,  
SIRET 491456802 00017 APE 552 E0  
VAT N° Intra FR76 491456802

## **15 – DATA PROTECTION – FREEDOM OF INFORMATION**

You entrust information concerning yourself to us in the following cases:

- during the reservation of a stay made on our website,
- in order to keep yourself informed about our special offers, our promotions or any other operation, by registering on our website,
- by taking part in surveys or by making contact with us for a question or a problem

It is up to you to check that the information that you provide for your registration, or at any other time, is correct and complete. To enable us to monitor your file, please inform us immediately about any change in the information supplied when you registered.

In compliance with the Data Protection Act 78-17 of 6 January 1978 covering computer data, files and freedom of access ("Informatique et Libertés"), this website and automated processing of personal data on the website are declared to the independent administrative authority, CNIL under the reference 1291443.

In compliance with the Data Protection Act, you are entitled to access, correct and refuse the personal data concerning you.

To do so, please make the request to us, at no cost other than that of sending your request:

- by mail at [oreedubois.gordes@orange.fr](mailto:oreedubois.gordes@orange.fr)

## **16 - COMPETITION**

L'Orée du Bois may occasionally organise free competitions and promotions on the website. These are covered by special rules that shall be displayed during these events.