



General terms and conditions of sale for accommodation in rooms, gîtes and caravans

These general terms and conditions of sale form an integral part of the contract between the customer and the
and the Société Publique Locale Chambley-Madine, hereinafter referred to as the service provider.
Any other contractual document is deemed to be unwritten.

Article 1: Scope of application

The general terms and conditions for the sale of accommodation concern the rental of
facilities located at the Heudicourt-sous-les-Côtes base:

- rooms in the accommodation centre;
- caravans;
- gîtes classified as "3-star tourist residences".

These services are provided strictly on a seasonal rental basis.

For each type of accommodation, the corresponding services are specified on the website
lacmadine.com

Article 2: Options

Two options are available for accommodation:

- An "individual service", option for bookings of less than 20 people
- A "group service", option for booking of 20 people or more.

Article 3: Bookings and prices

Reservations are made using the online form on the lacmadine.com website, in accordance with the
the price conditions specified therein. In addition to the basic price, tourist tax and administration
administrative costs.

The price of an "individual service" is payable in full by the customer at the time of booking. The
order only becomes definitive once the service provider has sent an acknowledgement of receipt
including a summary of the service ordered.

Reservation requests for "group services" must be made at least 15 days

before the planned date of arrival. It must specify the number of participants, their age and the
planned date of arrival.

date. As soon as the request is complete, the service provider will send the customer a draft order
form

indicating the deadline for placing the order. The order only becomes

signed order form, accompanied by full payment of the price of the service.

of the service. However, if the price of the service exceeds €300, a deposit corresponding to 30% of this price will be accepted.

The balance may be paid after invoicing.

In the event of late booking of a "group service" (less than 15 days before the arrival date), the full price must be paid at the time of booking.

In the case of a "group service" requested by a legal entity paying the sums the order is final upon receipt of the order form by the service provider.

Article 4: Arrival and departure arrangements

The customer must arrive with their booking number on the day of their planned arrival, at the place and time

indicated in the summary or order form sent to them by the service provider. Any by the customer to the service provider, by any means and during the arrival times initially during the originally scheduled arrival time.

In order to be given the keys to the accommodation, the customer must pay a deposit by bank cheque made out to the customer, the identity of which must be stated on the booking form.

in the name of the customer, whose identity is attested by photographic identification. This deposit amounts to:

- 100€ for a room
- 200€ for a 4-person gîte
- 400€ for a 6-person gîte or caravan.

An inventory of fixtures is drawn up on arrival. The inventory of fixtures on departure is drawn up by both parties, except in the event of the customer leaving outside the opening hours of the the service provider's offices. In this case, the inventory of fixtures is drawn up by the service provider alone and sent by any means necessary.

by any means to the customer, who has a maximum of 24 hours in which to contest it. to contest it.

The deposit is returned to the customer by the service provider, after signature of the inventory of fixtures at the end of the rental period, or, in the absence of an inventory of fixtures, if the customer wishes to return the deposit.

in the absence of an agreed inventory of fixtures, by simple letter sent within 15 days of departure.

It may only be partially refunded in the event of damage certified in the departure inventory, loss of a key, etc.

loss of a key (penalty of €50) or failure to respect the agreed departure time.

Article 5: Damage and insurance

In the event of damage noted in the inventory of fixtures on departure or afterwards, the cost of which would be greater than the deposit, a full invoice will be drawn up by the service provider.

is greater than the deposit, the service provider will invoice the full amount.

Prior to placing an order, the customer is required to have taken out an insurance policy of the "multi-risk home" type, which includes the following cover

The customer is obliged to have taken out a "multi-risk home" insurance policy including a "holiday civil liability guarantee" clause prior to placing the order, and must

be in a position to present the service provider with a corresponding certificate on the day of entry to premises.

The service provider shall not be held liable for any damage suffered by the customer or by persons accompanying the customer.

accompanying the customer.

Article 6: Special conditions

The Customer is required to comply with the house rules displayed in the rented premises, and to take care not to disturb the peace and quiet of other customers.

No child under the age of 12 may wander around the leisure centre on his or her own, except in the presence of an adult. Customers are asked to be vigilant in areas of the base where there is little or no lighting. With the exception of special rules concerning guide or assistance dogs, the presence of a single domestic animal is tolerated only in areas where the animal is not allowed.

in the rooms and gîtes, subject to the price conditions set out on the lacmadine.com website. on the lacmadine.com website. The service provider may ask the customer to present an up-to-date vaccination booklet

vaccination booklet, accompanied, where applicable, by a possession permit for category 1 and 2 dogs. permit.

The customer is obliged to respect the accommodation capacity of the premises as described on the website lacmadine.com website.

The service provided may under no circumstances be used, even in part, by third parties, individuals or legal entities, except with the written agreement of the service provider. Any breach of this rule will result in immediate termination of the contract to the detriment of the client, with the price received remaining the definitive property of the provider.

Article 7: Refunds and cancellations

No service ordered may give rise to a refund or reduction in the invoice, in the event of a reduction in the duration of the stay or total absence.

In the event of a reduction in the length of the stay or total absence.

The customer may request cancellation of the service ordered after receipt by the service provider of a registered letter, no later than 7 days before the planned date of arrival.

This request cancellation will result in a reduction in the price invoiced, excluding administration costs and a minimum penalty of 100€. Within these limits, the price invoiced will be reduced:

- **by 100%, if the cancellation request is received more than 41 days before the scheduled arrival date,**
- **by 70% if the cancellation is received between the 21st and 41st day,**
- **by 40%, between the 8th and 20th day.**

No request for cancellation may give rise to reimbursement unless it is accompanied by a bank details.

Article 8: Personal data and telephone communications

The customer's personal data collected by the service provider is used exclusively for the purposes of management of the service sought or ordered. With the customer's consent, this data may be used by the service provider for the sole purpose of transmitting information about its products, services and promotional offers. Apart from this, the service provider keeps the customer's customer's personal data in a secure environment for the strict period necessary for the performance and monitoring of the service.

The customer may ask the service provider, by registered letter with acknowledgement of receipt, for access to personal data, rectify it, limit its processing or delete it.

In order to improve the quality of its service, the service provider may listen to telephone conversations between its employees and the customer.

Article 9. Competent courts

In the event of a dispute, the courts of Bar-le-Duc shall have exclusive jurisdiction.

By signing this document, the customer acknowledges having read the terms and conditions of sale. Precede your signature with the words "Good for agreement".

At _____.

The _____.

Sign: