

Terms and conditions

Article 1-Current regulation

The present regulations come under the classification of "tourism residence". Therefore the occupying client cannot, under any circumstances, use SUITE-HOME as his principal residence. The occupying client cannot take advantage of the equivalent legal clauses as regards house lettings, especially as to the maintenance of the premises. Any use of the holiday home as a private or professional residence is prohibited. The client cannot lend or sublet the apartment to a third party for any reason whatsoever.

Article 2-Reservation conditions/ Payment

2.1-Reservation

The reservation of an apartment in a SUITE-HOME holiday home is only valid after acceptance of the client's reservation by SUITE-HOME. Confirmation of the client's reservation with SUITE-HOME remains entirely at the discretion of SUITE-HOME. Moreover, for the reservation to be definite it must be guaranteed by a credit card issued by a reputable firm, be currently valid and must be followed by a deposit. The deposit must be equal to:

- 1 night for stays of less than 7 nights,
- 30% of the total amount for stays over 7 nights.

Reservations accepted by SUITE-HOME with a deposit (and a guarantee) will be retained until 30 days before the planned date of arrival. Should the deposit not be paid at the latest 30 days before the arrival date, the reservation will automatically be cancelled. Reservations made less than 30 days before the arrival date must be guaranteed by a credit card issued by a reputable firm and must be currently valid.

For reservations made on line and in accordance to article L 121-20-4 of the Consumers Code, the client is informed that he does not benefit from the right of withdrawal applied to online sales.

Group reservations, that is to say reservations for more than 8 suites, come under the general conditions for groups.

2.2-Right of withdrawal

From the date of payment of the deposit until and including the 31st day preceding the start date of the stay, the client is entitled to withdraw. Should the client use this right of withdrawal in the allotted time, his deposit will be refunded in full.

2.3-Payment

The total price of the stay will be billed by SUITE-HOME and paid by the client on the arrival date except for stays over 30 days when the bills are issued and are to be paid every fortnight.

When it has been agreed that the price of the stay would be made by a third party, the occupying client remains personally responsible for the said payment.

The payment of optional charges will be asked for in a separate bill. The maximum amount of credit accepted by SUITE-HOME for these types of charges is 200 euros.

SUITE-HOME will charge a monthly interest of 1.5% on any amount not paid on the due date.

Article 3-Prices

All taxes are included in the price except for the local town hall levy which will be paid on the premises. Prices are in Euros at a currency exchange rate as determined by SUITE-HOME on the day of the reservation.

They could be modified without warning in case of a tariff increase imposed by the service providers, in case of modification of the taxes applicable or in case of economic upheaval.

Prices always include the use of the apartment, water, electricity, heating and ancillary charges. The current brochure will show the price of the optional services.

Article 4-Changes to the reservation/ Cancellation by the client

4-1Change to the booking

Prolonging the stay:

Depending on availability and at the discretion of SUITE-HOME, the length of a stay can be extended but not necessarily in the same apartment or at the same price.

Where the extension of a stay has been accepted and at a new price, the latter will be applicable from the first day of that extension.

Early departure:

The stay will be ended before the contractually agreed date by informing the residence manager. The price paid by the client will take into account when the early departure was declared:

For stays of less than 7 nights:

- 24h in advance: the price paid by the client is equivalent to the shortened period.
- Less than 24h in advance: the price paid will be the equivalent to the shortened period plus the price of one night's accommodation

For stays over 7 nights:

- 7 days in advance: the price paid by the client is equivalent to the shortened stay;
- less than 7 days in advance and if the length of stay remaining is less or equal to 7 nights, the price paid by the client is that of the stay originally planned;
- less than 7 days in advance and if the length of stay remaining is over 7 nights, the price paid by the client is that of the stay completed plus the price of 7 nights starting from the date when the manager was informed of the shortening of the stay.

4.2 Cancellation/ No show

Cancellation must be in writing (email, fax or mail) Cancellation takes effect on the day we receive your written notification. The rate per night used will not be proportional to the stay initially reserved but will correspond to the price "single night's accommodation" in force at the time of cancelling according to the different seasons (see grid of displayed public tariffs)

For a stay of less than 5 nights, cancellations received on the day before midday prior to the planned arrival will not incur any cancellation fee.

All cancellations received after midday the day before the planned day of arrival will incur a cancellation fee equivalent to one night's accommodation. In case of no show, the full payment will be invoiced and debited from the credit card guaranteeing the reservation.

For stays over 7 nights, the client can cancel his reservation up to 30 days before the date of arrival without incurring any fee.

Between 30 and 15 days prior to the planned arrival date, the cancellation fees correspond to 30% of the holiday price. These fees will be billed and debited from the credit card guaranteeing the reservation. Should this not happen, the deposit will be kept.

Between 15 to 8 days before the planned arrival date, the cancellation fees correspond to 50% of the stay. The fees will be billed and debited from the credit card guaranteeing the reservation.

Less than 8 days before the planned arrival date or in case of no show 100% of the holiday price will be kept. These fees will be billed and debited from the credit card guaranteeing the reservation.

Article 5-Arrival and departure

The reserved apartments are guaranteed available from 16h00 on the day of arrival.

Apartments must be vacated before 10h00 on the day of departure.

Clients can temporarily leave their luggage in the premises provided for that purpose on the day of arrival and departure.

Article 6-Security deposit

A security deposit of 250 euros for the Suite Espace apartments and 350 euros for the Family Suite apartments will be required on the client's arrival. It will be kept in case of breakages to the contents of the apartment and any other damage to the rented accommodation.

A damage inspection will be done before the client's departure.

Article 7-Client's obligations

The client will have to present upon his arrival an identity card or passport which one confirms as the same name as made the reservation.

The client will use the rented accommodation and its equipment with due consideration. An inventory is made before the client's arrival. The client will have to check its accuracy and quality on arrival and will report to reception any anomaly, missing or damaged items, within 4 hours of their arrival.

The client will have to insure of the kitchen cleanliness and cooking's utensils, as well, it's recommend to empty the trash can before leaving. The failure to respect this clause could charge you additional costs of 40 euros.

When the client leaves, the inventory and cleanliness of the apartment will be checked by SUITE-HOME and anything missing or any damage done to the apartment will be billed to the client.

The client must allow SUITE-HOME to enter the accommodation to clean it or for security purposes.

The client must hold personal insurance for accidental damage to the reserved apartment (including car park or garage) such as thefts, losses or damage to their personal belongings as well as damage to the contents and furnishings which could be the result of the client's negligence. We advise our clients to contact their insurer about this in order to be insured while on holiday if their contract does not adequately cover them.

We remind our clients that the maximum occupancy of the accommodation shall not be exceeded. A child is regarded as another adult in terms of occupancy.

Some of the bedding in the apartments includes bunk beds and the top bed is not suitable for children under 6 years old. (Decree No. 95.949 from 25/08/1995)

SUITE-HOME provides leisure activities. However, may we remind you that children's access to them and more specifically to the swimming pool can only be allowed under parents' supervision and under their responsibility.

For the respect for each and the good agreement between residents, it is asked to limit the noise in the common and private parts (notably terraces) in the early and late hours.

Article 8-Responsibility

SUITE-HOME shall not be responsible for any loss or damage of personal effects, in the apartments, including safes, communal areas, car parks and other annexes to the residence: the current contract coming under the "tourism residence" classification, articles 1952 of the civil code relating to hotel owners are not applicable.

SUITE-HOME holiday homes shall not be responsible for nuisances which could perturb, interrupt or prevent your stay in force majeure cases or in cases such as drought, floods, oil slick, failure of electrical or gas supplies, strikes, works (road or house building which could happen around the residence)

The HR EX SH PORTICCIO company operating the "Tourism Residence" under the name SUITE-HOME HOTELS & RESIDENCE informs the occupants of the residence that a river runs through its park.

The occupants are asked to exercise extreme caution and to constantly keep an eye on their children notably by not letting them play near the river.

In accordance with the warning signs along the river, it is strictly forbidden to fish or bathe in it. We also point out to our clientele the risks of flooding, sudden rise in level or the risk of drowning inherent to the presence of the river.

In view of all the warning notices (signs on the site, information in the Terms and Conditions and in each suite, the company shall not be responsible for damages or accidents linked directly or indirectly to the non-observation of the safety advice.

Article 9-Pets

Pets are allowed after agreement with SUITE-HOME and are subject to a fee according to the current tariff conditions. Pets must not be let loose and must be kept on a lead. They must not be left on their own in the accommodation in the absence of their owner who is responsible for them at all times. Dangerous dogs or guard dogs are prohibited.

Article 10-Cancellation-Sanctions-Non Renewal

The contract will be terminated by rights, without formality and without delay, in case of non-observation of one of the client's obligations or in case of inappropriate behavior which could disrupt the stay of other clients. The client will vacate the premises immediately and if need be will be evicted with the help of the local police. In the case of nonpayment of the agreed contract and /or in a serious case of non-respect of their obligations and notably in case of staying on the premises beyond the agreed tenancy, the residence manager will prevent access to the apartment by any means and will keep the personal effects of the client at his disposal in the office used for that purpose, which the client must acknowledge and accept.