



Internal regulations:

Dear guests,

Hello and welcome to our place!

We are very happy that you have chosen our cottage for your stay.

**Before you settle in and get comfortable, we would like to make
to know the internal regulations of this furnished tourist accommodation.**

Understanding and respecting them will allow everyone to have a comfortable and pleasant stay!

**A careful reading of the internal regulations guarantees that your deposit will not be reduced upon
departure.**

Rental period:

**This accommodation is rented to you for a defined period (day, arrival and departure times),
as specified in your rental agreement. Under no circumstances may a customer claim any
right to remain on the premises outside of this period.**

Arrival and departure:

· Upon your arrival you will be given the keys, the house rules and an inventory.

**An inventory will be taken at the beginning and end of your stay with the person in charge of
welcoming you.**

**If you fail to arrive at the scheduled time without notifying the owner of your delay, the owner will
charge you €5 per half-hour started.**

Rental Guarantee and Damages:

·Deposit and Return:

**Upon your arrival and the handing over of the keys, a rental guarantee (deposit) was given as a
precaution.**

- This deposit will be returned to you within 15 days of your departure .

**- Full refund is conditional upon no damage being noted during the check-out
inspection or during the thorough cleaning that follows your stay.**

• **Assessment of damage:**

If any damage is observed (broken equipment, damaged furniture, indelible stains, etc.), the owner or the person in charge of reception has the right to deduct the cost of repairs or replacement directly from the rental deposit.

- The cost of repairs includes the cost of materials as well as the necessary labor.
- Exceptional cleaning fees (in case of failure to comply with cleanliness instructions) will also be deducted from this deposit.

• **Exceeding the deposit:**

In the event that the amount of damage caused exceeds the amount of the deposit paid:

- The rental deposit will be retained in its entirety.
- A supplementary charge corresponding to the difference between the actual cost of the damages and the amount of the security deposit will be charged to the responsible tenant.
- The tenant undertakes to settle this balance as soon as possible, if necessary through their civil liability insurance.

Ø Condition Report and Damage Assessment

• **Upon arrival: Compliance check:**

As stated in the check-in conditions, a detailed inventory will be provided upon your arrival. This document invites you to verify that the appliances are in good working order and that the holiday home is in good general condition.

• **Communication timeframe:**

You have 12 hours after your arrival to report to the owner any non-conformity or defective item not initially mentioned.

• **Validation:**

* After this period, the initial inventory will be considered accepted without reservation. No subsequent claims regarding the initial condition of the property will be considered.

- **During the stay: Responsibility and Transparency**

If an incident occurs or if damage is caused under your responsibility during your stay, we strongly advise you to report it as soon as possible to the person in charge of your reception.

- **Advantages of rapid information:**

Honest and immediate communication often leads to a quick amicable or technical solution. This eliminates any ambiguity about the origin of the damage and prevents you from being wrongly blamed for defects during the final inspection.

- **Consequences :**

* Silence regarding significant damage discovered after your departure could be interpreted as an attempt at concealment, which would complicate the amicable handling of the deposit case.

Bedding protection and hygiene

Particular attention is paid to the cleanliness and hygiene of the bedding for the comfort of each traveler. As such, strict hygiene rules must be observed.

- **Protection obligations:**

The use of complete bed linen is mandatory . As the cottage does not offer a linen rental service, tenants are responsible for bringing their own.

- **Required items:** Fitted sheet, duvet cover (or flat sheets) and pillowcases.
- **Prohibition:** The use of sleeping bags is strictly prohibited for reasons of hygiene and protection of the mattresses.
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- **Fixed protective devices:**

Each mattress and each pillow is equipped with a waterproof protective cover.

- It is strictly forbidden to remove these covers. They constitute an essential sanitary barrier to guarantee the cleanliness of bedding in the long term.

- **Forgotten laundry and emergency assistance:**

If you forget your bed linen, please inform the owner immediately before using the beds. An alternative solution can be found to avoid using the bare bedding, which is strictly prohibited.

- **Deficiencies and Repair Costs:**

If inappropriate use of the bedding is noted upon your departure (missing sheets, stains on mattresses, pillows or duvets, protective covers removed):

- Professional cleaning and disinfection fees will be charged.
- These fees will correspond to the actual cost incurred for bringing the soiled items (mattresses, duvets, pillows) into full sanitary compliance and will be deducted from the rental deposit.

Ø Respect for the furniture:

All the furniture and equipment in the cottage are provided to make your stay enjoyable. We ask that you use them respectfully and ensure they are kept in good condition and clean.

• Weather protection:

The safety and preservation of the home depend on everyone's vigilance:

- **Joinery:** In case of severe weather (rain, strong wind), be sure to keep all windows and exterior doors closed to protect the house from weather damage.
- **Outdoor furniture:** In case of storms or strong winds, garden furniture must be sheltered or protected in the same configuration as when you arrived.
- **Multimedia:** In the event of an electrical storm, we ask you to properly disconnect multimedia equipment (television, internet box, etc.) to avoid any damage related to lightning.

Ø Layout and Furniture:

The interior layout has been carefully designed for your comfort:

- **Prohibition of movement:** Under no circumstances should the interior furniture be moved.
- **Risks:** Moving heavy furniture presents significant risks of damage, particularly to floor coverings or the furniture itself. Adherence to the original layout is essential.

Respect for the neighborhood and social life

To ensure a pleasant stay for everyone and to preserve the peace and quiet of local residents, respect for the neighborhood is an absolute priority.

• Peace and quiet and noise pollution

- **Quiet hours:** Complete silence is required outside between 10:00 PM and 8:00 AM.
- **Use of outdoor areas:** Outdoor facilities (terrace, garden) can no longer be used after 10:00 p.m.
- **Sound level:** The volume of music and conversations must be kept to a minimum at all times so as not to be heard by the neighbors.

• Sanctions:

In the event of a complaint or a proven dispute, a fixed penalty of €5 per person will be deducted from the security deposit. This amount will be paid in full to the affected neighbor as compensation for the inconvenience. In the event of a repeat offense, the owner reserves the right to immediately evict the tenants without refund.

• **Visitors and Accommodation Capacity:**

- **Visits:** Tenants are allowed to receive a limited number of visitors, provided they inform the landlord beforehand and obtain their agreement.
- **Accommodation:** Only persons listed on the rental agreement are authorized to stay on the premises. Accommodation for additional persons is strictly prohibited, except with the owner's exceptional permission and subject to additional charges.
- **Events:** Parties and large gatherings of any kind are strictly prohibited . Smaller, authorized gatherings must strictly adhere to noise and capacity regulations.

• **Owner's right of access:**

- Tenants must allow the owner, or any mandated service provider (urgent repairs, maintenance), access to the property during their stay.
- The owner agrees to exercise this right in a reasonable manner.
- Where possible, tenants will be informed in advance of any necessary visits.

Security and Private Areas:

- **Departure:** On each outing and at the time of your final departure, make sure to close all windows, French doors and other openings.
- **Reserved areas:** Certain rooms in the house are strictly reserved for the private use of the owners and are not accessible to tenants. We ask that you respect this privacy and refrain from attempting to gain access.

Cleaning and restoration at the end of your stay

Payment methods:

The cleaning fee is mandatory . The amount must be paid in cash upon your arrival, at the same time as the security deposit.

• **Expected condition of the property:**

It is important to note that this fee covers standard cleaning after a typical stay. It does not, under any circumstances, exempt you from leaving the house in an exceptionally clean condition. Before your departure, we ask that you ensure the following:

- Floors:

All floors must be vacuumed or brushed. A rinse with water is required if necessary (accidental stains, mud, etc.).

- Kitchen and Dishes:

The dishes must be impeccably clean, dried, and put away in the cupboards. Nothing should be left in the dishwasher or on the draining board.

- Household appliances:

Appliances (oven, microwave, refrigerator) must be left clean.

- Barbecue:

The barbecue and its grill must be cleaned after each use and returned in a perfectly clean condition.

- Exteriors:

No waste or rubbish should be left in the garden or around the property.

- Garden furniture:

The same cleanliness requirements apply to outdoor furniture. Tables, chairs, and other garden furniture must be returned clean and free of stains (food, drinks, etc.). If the furniture is left in a visibly dirty condition requiring special treatment, specialized cleaning fees may be deducted from the security deposit.

• Non-compliance and Sanctions:

We reserve the right to apply additional charges if the restoration does not comply with these requirements:

• Additional cleaning:

If the condition of the house requires an abnormally long cleaning time, repair costs will be directly deducted from the rental deposit.

• Special case of the barbecue:

If the barbecue grill is deemed irreparable due to lack of maintenance, its replacement will be systematically charged via a flat fee of €20 deducted from the deposit.

Ø Waste management and selective sorting:

To respect the environment and in accordance with local regulations, we practice strict recycling. A graphic display is available in the laundry room to help you identify which waste goes in which bin.

• Sorting organization:

Specific containers are available to you in two key locations:

- In the kitchen (two large bins):**

§ Yellow Bag: Reserved for ordinary household waste (general waste).

§ Blue Bag: Exclusively reserved for PMC packaging (Plastics, Metals and Beverage Cartons).

- In the laundry room (two large labeled bins):

§ "Paper/Cardboard" bin: For your folded cardboard and clean papers.

§ "Glass" bin: For your glass bottles, jars and flasks (emptied and rinsed).

• Special case of cooking oils:

It is strictly forbidden to throw frying or cooking oils in the garden, in sinks or in regular garbage cans.

- Procedure: Please pour your used oils into closed plastic bottles and place them next to the bins. We will personally take care of their removal to the container park.

Ø Use of Sanitary Facilities and Pipes:

The sanitary facilities in the dwelling are exclusively reserved for their intended use. To prevent blockages or damage to the drainage system, strict rules must be followed:

• Prohibition of rejection:

It is strictly forbidden to throw any object or substance likely to clog the pipes down the toilet, sink, or shower, including:

- Sanitary protection products (pads, tampons) and their applicators.**
- Baby diapers and wipes (even those labeled as "biodegradable").**
- Newspaper or cotton swabs.**
- Frying oils, cooking fats or chemical products.**

• Equipment provided:

For the disposal of non-food waste, specific bins are provided in the bathrooms and toilets. We thank you for using them consistently.

• Responsibility and Troubleshooting:

In case of improper use of the sanitary facilities resulting in a blockage or system malfunction:

- The tenant will be held solely responsible for the damages.**
- The owner will charge for all costs related to the intervention of an approved repair service (cleaning, unclogging, emptying).**
- These fees will be directly deducted from the security deposit.**

Ø Wellness and Hygiene Area

To guarantee impeccable hygiene and the longevity of our equipment, the use of the wellness area (spa bath) is subject to the following strict rules:

• **Formal prohibitions:**

For health and technical reasons, it is strictly forbidden in and in the immediate vicinity of the spa bath:

- **Animals** : Access is strictly prohibited for domestic animals.
- **Consumption** : Eating or drinking is prohibited (risk of contaminating the water and blocking the massage jets).
- **Smoking** : The use of cigarettes, e-cigarettes or any other form of smoking is prohibited.
- **Hygiene and decency** : For reasons of public hygiene and respect for the facilities, sexual relations are strictly prohibited.

• **Safety and Vigilance:**

- Supervision of minors** : Children may not access the wellness area alone under any circumstances. They must be **always accompanied and supervised** by a responsible adult.
- **State of health and sobriety** :** To prevent any risk of discomfort or accident, it is strongly advised against using the wellness facilities while intoxicated.*

• **Responsibility :**

Failure to comply with these hygiene guidelines may result in water pollution requiring draining, thorough cleaning, and shock treatment of the system. These specialized operations will be billed to the tenants and deducted from their security deposit.

Technical Incidents and Maintenance

•**Responsibility and Reporting:**

Despite all the care taken in selecting and maintaining the materials and equipment in the house, the absence of hazards or technical incidents cannot be guaranteed.

In the event of any malfunction observed during the stay (household appliance breakdown, heating problem, plumbing, etc.), it is the responsibility of the tenants to immediately *inform** the person in charge of the stay.

• **Implementation of solutions:**

Once the report has been made, the owner undertakes to implement all necessary means to try to resolve the incident as quickly as possible.

- **Obligation of means** : We will do everything possible to restore the situation (calling a technician, replacing equipment, etc.).
- Limitations of liability** : Given the possible complexity of some diagnoses or the availability of external service providers (weekends, holidays), an immediate result cannot be guaranteed.

- Consequently, no compensation or rent reduction can be demanded if the owner has acted diligently to deal with the unforeseen event encountered.

Ø Responsibilities and Play Areas:

- **Civil liability:**

The tenant is recognized as solely responsible in the event of any accident, fall or injury of any kind occurring during the stay, whether inside the accommodation, in the garden or on the equipment provided. It is the tenants' responsibility to ensure their own safety and that of those accompanying them.

- **Play areas (Indoor and Outdoor):**

Recreational facilities and play areas are provided for the entertainment of the occupants, but their use is subject to strict rules:

- **Mandatory supervision:**

Children's use of play areas must be under the constant and active supervision of a responsible adult.

- **Intended use:**

Equipment must be used in accordance with its intended purpose (respecting recommended ages, number of people, etc.).

- **Vigilance:**

The owner declines all responsibility for injuries related to improper use or lack of supervision of recreational equipment.

Parking and Electric Vehicles

- **Parking:**

A private parking space for two to three vehicles is available free of charge. This space is located within the property and secured by an electric gate. We ask that you ensure the gate is properly closed after each use to guarantee the security of the site.

- **Electric vehicle charging:**

The rental amount is calculated based on standard domestic energy consumption. Charging of electric or hybrid vehicles is not included in the price of the stay.

- **Prohibition of illegal charging :** It is strictly forbidden to plug a vehicle into domestic sockets in the house (risk of overheating and damage to the electrical network).

- **Penalties :** If charging is observed without prior agreement, the owner will apply a flat fee per vehicle. Furthermore, a fine may be deducted from the security deposit for failure to comply with electrical safety regulations.

- **Public charging stations :** For your convenience, public electric charging stations are available within 400 meters of the holiday home.

Insurance:

Tenants are strongly advised to have liability insurance (often included in home insurance under the "holiday" clause) to cover any personal injury or property damage caused during their stay.

Ø Use of the Internet connection:

The tenant agrees to comply with all laws regarding downloading and accessing websites. If requested by the relevant authorities, the property owner will provide the contact information of the tenant who used the internet connection.

Ø Respect for the conditions of stay and responsibility

• Accommodation capacity and insurance:

As the person responsible for the stay, the tenant agrees to ensure that the maximum occupancy of the cottage is strictly respected at all times.

Exceeding the capacity stipulated in the contract immediately invalidates the insurance policies (fire, civil liability) taken out by the owner or by the tenant himself.

In the event of an incident in an overcrowded situation, the tenant will be recognized as solely responsible for all bodily injury and property damage.

• Right of control and verification:

In the event of a well-founded suspicion of non-compliance with the booking conditions (number of occupants, presence of animals, prohibited parties), the person in charge of the stay is explicitly authorized to go to the premises to carry out an inspection. This right of access aims to ensure the safety of the occupants and the preservation of the property.

• Contract termination:

As a precautionary measure, access to the cottage may be refused upon arrival or interrupted during the stay if a clear non-conformity is noted by the owner or his representative.

In such a situation, the lease agreement is considered to be legitimately terminated.

This termination of the contract is carried out without any reimbursement of sums paid and without any compensation being able to be claimed by the tenant.

We wish you a pleasant stay.

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