

# RULES AND REGULATIONS FOR HOLIDAY RENTALS

## 1 - CONDITIONS OF ADMISSION:

A/ You may enter, take place in or stay at the residence only with permission from the management or their representative and only if you respect the rules and regulations. Staying at the residence implies acceptance of and compliance with these rules and regulations. Anyone intending to stay at the residence for at least one night must show ID to management or their representative, and comply with the check-in formalities required by the police. Anyone under the age of 18 years may stay without adult accompaniment on the condition that they produce written parental consent and that their rental contract has been signed by a parent or legal guardian.

B/ Security deposits: For rentals, you will be requested to pay a security deposit on arrival to cover any damage or cleaning costs. This deposit will be returned to you after the outgoing inspection. A sum corresponding to any damage to the accommodation will be deducted from the security deposit. If, on departure, the balance for your stay has not been paid, the corresponding amount may be deducted from, or added to, the security deposit.

C/ It is forbidden for users to engage in any act of trade or advertising while staying at the residence.

2- RECEPTION AREA: The reception area is at the RESASOL agency - Route des Lacs - 40480 Vieux Boucau.

Opening times are subject to modification and can be consulted via the RESASOL application.

Low season: 9am-12:30pm and 2pm-7pm and in the high season 9am-8pm.

Full details of residence services and facilities, supply solutions, sports amenities, nearby tourist attractions and various useful addresses can be found at the reception area.

## 3- FEES:

All outstanding fees must be paid a month before arrival. For any stay booked from the 1st June for dates between the 01/07 and 30/09, you will have to pay the full amount at the time of booking.

## 4- BEHAVIOUR:

The client shall not modify the layout of the rental accommodation he/she is staying in. Unless the management or their representative has given their authorisation, the furniture in the rental can neither be changed, nor removed. The furniture remains the property of the residence. If these rules are not respected, the management or their representative can either request that the client restore the rental to its initial condition, or have this done at the client's expense.

The client shall not prevent access to the accommodation wherever this is deemed necessary for the safety of persons and property, for cleaning purposes or for checking that the present rules and regulations are respected.

Cleaning of communal areas is taken care of by management or their representative. However, the client should contribute to keeping the property clean by behaving appropriately, especially in shared areas. Users must refrain from any behaviour potentially damaging to the conditions of cleanliness and hygiene or to the appearance of the residence. At the end of your stay, your rental apartment must be left exactly as you found it. The client shall, in no event whatsoever, put any other clients or personnel at risk, in particular by blocking any entrances or as a result of damage caused to material items and safety equipment. It is strictly forbidden to unplug or obstruct the smoke alarms in the apartment.

Continuous mandatory ventilation systems should not be obstructed. It is strictly forbidden to leave any bulky items in communal areas (boxes, chests, bikes, etc.). It is forbidden to leave objects on the windowsills, in corridors, on staircases and in other communal areas.

The client must not intentionally fit any other locking devices, other than the existing one. The client is responsible for the loss of their own access key or card, and it should not be entrusted to anyone else. If it is lost, the client must inform management or their representative, cover the replacement costs and the management or their representative will change the locks.

It is also forbidden to carry out any mechanical repairs or wash vehicles in parking spaces. Vehicles must be parked in the numbered parking spaces allocated in the underground car park, reserved only for tenants/clients. It is forbidden to park caravans or motorhomes here.

The volume of sound-emitting devices must be adjusted accordingly. Car doors and boots should be closed as quietly as possible. There must be complete silence between 11pm and 6am, all year round. Household rubbish, paper and other waste must be disposed of in the recycling bins placed at the entrance or close to the residence. Any costs relating to damage caused to vegetation, fences, land or facilities in and around the residence will be incurred by the perpetrator of such damage. Plants and floral decorations must be respected, it is strictly forbidden to cause damage to vegetation (by putting nails in trees, cutting branches, etc.). Nor is it allowed to use personal items (wire, chains, branches, etc.) to mark out an apartment or outdoor area. It is forbidden to install TV aerials outdoors. It is forbidden to fix children's games and basketball nets to the walls. For safety reasons, it is forbidden to install clothes lines or any other structure between balconies, and washing cannot be hung out to dry on windows or balconies. Mobile drying racks are authorised on terrace areas and balconies.

Balconies should be kept in harmony with the residence and be kept in perfectly good condition. It is not authorised to store equipment on balconies such as satellite dishes, fencing, bicycles, surfboards, etc.

## 5- PETS:

A maximum of two pets, excluding attack and protection dogs (French categories 1 & 2) are allowed in some rentals, for an extra fee (see [table](#)). Pets are not allowed in some apartments. Management or their representative MUST be notified of any pets, and they must be kept on a lead, wear a collar, be tattooed, vaccinated and proof of vaccination must be provided. Pet owners must have the up-to-date vaccination record available for inspection on request. Pets must never be allowed to roam freely. They must not be left unattended inside the establishment, even if tethered or shut indoors. Owners take financial and civil responsibility for any damage caused in their absence by their pets. Pets are not allowed in public spaces. Pet owners must pick up any waste their pets leave behind.

## 6- VISITORS:

Visitors are allowed to enter the residence with the agreement of the management or their representative and under the responsibility of the tenants they are visiting. Rules and regulations also apply to visitors. They must ask management or their representative for permission to enter the residence and provide the name of the person they are coming to see. Visitors and guests may under no circumstances enter the residence premises with their vehicle. For the comfort of users, admission to the residence is forbidden to outsiders, including itinerant traders, door-to-door sales representatives, walkers, picnickers, etc. Visitors cannot use the swimming pool or any other services provided by the residence.

## 7- SAFETY:

A/ It is forbidden to organise violent or potentially disturbing games at the residence.

B/ For safety reasons, clients shall not have in their possession or use any object or device that could be harmful to people or property. Likewise, it is forbidden to use multiple electrical adapters, to plug in too many electrical devices at the same time. It is strictly forbidden to store dangerous or flammable materials. It is strictly forbidden to light a fire (barbecue, wood fire, electric or gas device, etc.). In the event of fire, management or their representative should be notified immediately. It is strictly forbidden to use camping stoves running on alcohol or petrol.

C/ A first-aid kit is available at the RESASOL agency.

D/ The management or their representative has a general obligation to supervise the residence, but clients must nevertheless take all the usual precautions to protect their equipment. Management shall under no circumstances be held liable for the loss of personal items, theft, injury or damage caused to clients or their belongings during their stay, unless it can be proven that the residence is responsible; in particular, management is not responsible for items stolen from apartments or parking spaces.

#### 8- MAIL AND PARCELS:

The residence management or their representative cannot be held responsible for the non-delivery of postal mail or parcels. If a client leaves behind an item that is later found by the residence staff, the client will be contacted and informed of the cost of returning the item. Following this discussion, the client must pay the postal costs before the parcel is sent.

#### 9 - RESPECT OF OTHERS:

A/ According to current legislation, the consumption of alcohol is strictly forbidden in public spaces (except the bar and restaurant). B/ In accordance with decree n° 2006-1386 of 15th November 2006 regarding the ban of smoking in public places, i.e., enclosed and covered spaces that are open to the public, it is forbidden to smoke in hallways, corridors, communal areas and spaces. The same rules apply for electronic cigarettes.

C/ Complaints will be considered only if they include a date and signature, provide precise information and pertain to recent events that have been verified.

#### 10 - INFORMATION NOTICES:

These residence rules and regulations are available in digital form at the RESASOL agency, at the residence and in printed form on the client's request.

#### 11. IMAGE REPRODUCTION RIGHTS:

The residence name and image are the sole property of the residence.

Clients may be photographed or filmed on the premises during their stay. The residence and the RESASOL booking centre may use such photos or films for marketing or advertising purposes, unless you inform RESASOL, in writing and on your arrival, that you are opposed to such practice.

Photos and maps shown on our various communication tools are non-contractual and shall not constitute a basis of argument in the event of a claim.

#### 12. BREACH OF RESIDENCE RULES

If a client disrupts another user's stay or fails to respect the terms of these residence rules, the manager or a management representative may, if he/she deems necessary, give oral or written notice to that client to stop such behaviour. Any violation of the residence rules may lead to the perpetrator being legally expelled. In case of serious or repeated violation of the residence rules and after due warning, the management or their representative may take legal action to terminate the contract. In the event of a criminal offence, the manager may inform the forces of law and order.

13. EXEMPTION: A one-off exemption from these rules and regulations does not imply any other exemption. The residence reserves the right to modify these rules and regulations at any time and with immediate effect.