

Booking and cancellation conditions Chalet AlpeLune

Version October 26, 2023

CONCEPTS

- Chalet AlpeLune: Holiday home in Puy St Vincent, 791 Route de la Pusterle, 05290, France with the persons responsible: Vincent Biermans, Valentijn van der Valk, management of EURL Chalet AlpeLune
- Travel price: The amount as stated on the invoice (TTC= incl. VAT)
- Reservation: The agreement under which the booker has paid a deposit and thereby agrees to the booking and cancellation conditions below.
- Rates: The rates on the website www.alpelune.com are Valid, unless otherwise agreed in writing.

A booking takes the following steps:

1. INFORMATION REQUEST

You can inquire about the possibilities by email or telephone, without obligation. Notes are being taken, there are no binding agreements yet.

2. NON-OBLIGATORY OPTION (VALID FOR A MAXIMUM OF 7 DAYS)

- 2.1 A non-binding option can only be made in writing
EURL Chalet AlpeLune can be agreed upon (by email).
- 2.2 The booker must clearly indicate when requesting that this is a non-binding option.
The booker states:
- the date of the desired day of arrival
- the date of the desired day of departure. (It is not sufficient to say that it concerns, for example, the second Christmas holiday week, due to national differences).
The desired choice
- the 6-person apartment rental on a self-catering basis
- 'Catered Chalet'. the total of the 6 guest rooms on a half-board basis or more if agreed.
You can also take a no-obligation option for
- the guest rooms on a half board basis,
- the desired number of rooms and
- desired number of beds.
- number of adults
- number of children under 13 years old
- number of children under 3 years old.
- 2.3 As soon as possible, but within 48 hours of receiving the request for the non-binding option, EURL Chalet AlpeLune will indicate by email whether the room(s)/chalet or apartment are still available at that time. The down payment amount due is also stated. Where possible, you will receive a personalized total amount for the requested items, and the deposit amount is due when the booker makes a reservation. Without personal specification, the rates on the website www.alpelune.com remain valid.
These Booking and Cancellation Conditions can be read on the above-mentioned website and will be included in the email upon request.
The deposit amount must be credited to the (French) account of EURL Chalet AlpeLune within 7 days after sending the email with the deposit details.
- IT IS ALSO STATED WHEN THE OUTSTANDING BALANCE OF THE TRAVEL SUM MUST BE PAID, THIS IS THE DATE 2 MONTHS BEFORE THE ARRIVAL DAY.
- 2.4 IF THE DEPOSIT DATE HAS PASSED AND THE CONFIRMATORY DEPOSIT HAS NOT BEEN RECEIVED, IT WILL BE FORFEITED THE NON-BINDING OPTION.
EURL CHALET ALPELUNE DOES NOT HAVE TO CONFIRM THE EXPIRY OF AN OPTION. EURL CHALET ALPELUNE IS FREE TO RENT THE ROOM(S)/CHALET OR APARTMENT TO A THIRD PARTY FOR THAT PERIOD.
- 2.5 HOWEVER, THE RECEIPT OF THE DEPOSIT WILL AGAIN BE THE SAME
CONFIRMED AS SOON AS POSSIBLE BUT NO LATER THAN WITHIN 48 HOURS.

3. RESERVATION AND FORMATION OF AGREEMENT

- 3.1 A RESERVATION FOR ONE OR MORE ROOMS, THE 6-PERSON APARTMENT OR THE CATERED CHALET WITH A TOTAL OF 23 BEDS, WITH OR WITHOUT ADDITIONAL OPTIONS, CAN ONLY BE AGREED DIGITALLY BY EMAIL OR IN WRITING.
- 3.2 AN ORAL/TELEPHONE RESERVATION MUST BE CONFIRMED BY THE BOOKER BY EMAIL. WITHOUT THIS WRITTEN CONFIRMATION BY EMAIL, EURL CHALET ALPELUNE DOES NOT HAVE TO COMMIT TO THE AGREEMENTS.
- 3.3 EURL CHALET ALPELUNE AIMS TO RESPOND WITHIN 24 TO 48 HOURS.
- 3.4 RESERVATIONS ARE ONLY CONFIRMED BY EURL CHALET ALPELUNE BY EMAIL.
- 3.5 RESERVATIONS CAN BE CONFIRMED WITH UP TO 365 DAYS PRIOR TO THE ARRIVAL DATE. WE GIVE CURRENT GUESTS THE OPPORTUNITY TO FIRST INDICATE THEIR PREFERENCE TO RETURN FOR THE SAME STAY.

- 3.6 It may happen that the item reserved by the booker is no longer available. In that case, Chalet AlpeLune will try to present a suitable alternative. Naturally, the booker is not bound by this.
- 3.7 If the item reserved by the booker is available, the reservation agreement is concluded via the following steps:
- 1) Receipt of a deposit of 25% of the total rental amount (mention invoice number or name with arrival date). In the event of cancellation, this deposit will not be refunded. EURL Chalet AlpeLune advises the booker to take out cancellation insurance. Our bank details can be found on the invoice and on the last page of these conditions. The final payment date is stated on the down payment invoice and is the 7th day after sending this down payment invoice.
 - 2) EURL Chalet AlpeLune confirms receipt of the deposit within one week, stating the deposit and remaining amount, date of stay and reserved item. The invoice also states the latest date for paying the remaining amount of the travel sum.
 - 3) Payment by the booker of the remaining amount of the total travel sum, within the period set by Chalet AlpeLune. Usually 2 months before the arrival day.
 - 4) Chalet AlpeLune confirms receipt of the total travel sum by email, stating the amount received and the date.
 - 5) From this time onwards, the booker is also jointly and severally liable for all (financial) obligations arising from the reservation. Approximately 2 weeks before arrival, if we have received the full travel sum, you will receive the travel documents by email, including directions to Chalet AlpeLune and practical information about your arrival and the surrounding area.
 - 6) EURL Chalet AlpeLune ensures that the item is in good condition, takes care of the repair of any defects and takes care of the cleaning of the accommodation, the beds are neatly made, the rooms are ready for use and you will receive a hospitable welcome and, where desired, be shown around the area.

It is common for the booker to take out travel and cancellation insurance. This allows you to declare the costs incurred in case of unforeseen circumstances that prevent your stay at Chalet AlpeLune from your insurance. EURL Chalet AlpeLune strongly recommends this to the booker. Travel and cancellation insurance cannot be taken out with EURL Chalet AlpeLune; You must arrange this yourself with an insurance company or intermediary.

4. PAYMENT CONDITIONS

- 4.1 To conclude the reservation agreement, EURL Chalet AlpeLune will send a deposit invoice. The agreed amount is stated here.
- 4.2 A down payment of approximately 25% of the total travel sum must be paid within 7 days from the moment the invoice is sent. The amount of the down payment may be rounded off.
- 4.3 The remainder of the travel sum must be credited to the account of EURL Chalet AlpeLune no later than 2 months before the arrival day.
- 4.4 If you make a reservation within 2 months before arrival, the full travel sum must be paid in one go after receipt of the invoice.
- 4.5 For all payments, please state the invoice number as it appears on the invoice.

5. PAYMENT DEFAULT

- 5.1 If the booker does not pay within the payment terms stated on the invoice, in accordance with Article 4 of these conditions, the booker is legally in default. EURL Chalet AlpeLune sends one payment reminder by email with read confirmation. Without a response for an explanatory reason, the reservation will be canceled, and the agreed amount remains payable by the booker. In the event of contact between the main booker and EURL Chalet AlpeLune where a clear statement is made according to the assessment of EURL Chalet AlpeLune, one final payment term will be agreed. No reminder will be sent during this new period, but if payment is not made, the reservation will lapse, and the cancellation rules will automatically come into effect (see 5.2 and 6.). Any exceptions have always been agreed in writing with EURL Chalet AlpeLune.
- 5.2 In the event of late payment, EURL Chalet AlpeLune is entitled to cancel the booked stay. Any amounts already paid will not be refunded and in certain cases the main booker may be held liable for any damage suffered as a result. The cancellation provisions as stated in Article 6 of these conditions will be applied in that case.

6. CANCELLATION

- 6.1 A reservation can be canceled by email with read confirmation or registered letter. The date of sending the email can count as the cancellation date if the read confirmation is sent within 7 days. The date of postmark also counts as the cancellation date.

- 6.2 If a reservation is canceled, the following amounts are payable to EURL Chalet AlpeLune per booking:
- In case of cancellation between the time of deposit and 2 months before the day of arrival: 25% of the travel sum (equal to the deposit).
 - In case of cancellation between 2 months and 2 weeks before the day of arrival: 80% of the travel sum.
 - In case of cancellation 2 weeks before the day of arrival: 90% of the travel sum.
 - In case of cancellation on the day of arrival or later: 100% of the travel sum.
- 6.3 EURL Chalet AlpeLune advises the booker to take out travel and cancellation insurance when booking to cover himself against the above-mentioned cancellation costs if the booked item unexpectedly has to be cancelled. Travel and cancellation insurance cannot be taken out with EURL Chalet AlpeLune; You must arrange this yourself with an insurance company or intermediary.

7. Stay

The main booker is our guest for the duration of the agreement. The guest areas are entered in good condition and will be left in the same condition. EURL Chalet AlpeLune takes care of the cleaning.

Arrival is from 4:00 PM and departure before 10:00 AM. If you want to deviate from these times, please contact us first. If during your stay unintentional damage occurs to the areas or objects owned by EURL Chalet AlpeLune, please always report this to us. Together we can determine what the possible damage is and whether we can activate travel insurance for this.

You reserve a stay at EURL Chalet AlpeLune at the time of deposit. From the moment of payment you also agree to these booking and cancellation conditions.

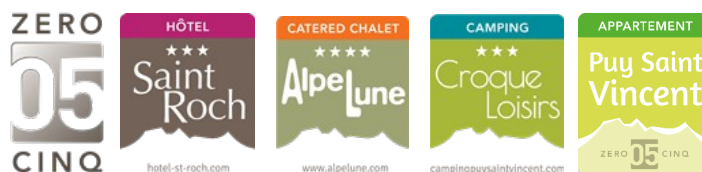
The above (pages 1-3) is on paper to avoid misunderstandings and to make the reservation as clear as possible. As a team at EURL Chalet AlpeLune, we do everything we can to make your stay as pleasant as possible. We are happy to assist you with advice and assistance!

If any unexpected problems arise, do not hesitate to inform us at home or by telephone:

Vincent: 0033 (0)6-78 37 81 34

Ilonka: 0033 (0)7-85 61 53 09

We wish you a pleasant stay!



N° TVA intra/ International TAX nr. : FR 27 800 790 586

Siret / KvK : 800 790 586 00013

IBAN/ Banc account.: FR76 1130 6000 6248 1017 7823 493

BIC : AGRIFRPP813

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