



CONFIRMATION OF RESERVATION AND GENERAL RENTAL TERMS

Date : _____

COST:

The tenant shall give a deposit amounting to 25% or 50% of the total amount of the reservation depending on the period, and pay the balance upon arrival. No reductions will be given for late arrivals or early departures.

Rates are based on quadruple occupancy. Additional person: 20.00\$/pers./day.

CANCELLATION :

The deposit will be refunded (less **25.00\$ + taxes per condo**) if the reservation is cancelled at least 30 days prior to the scheduled arrival date. No refund or credit shall be given for cancellations that do not meet the terms stated above, regardless of cause, such as illness, accident or an unforeseen event .

SECURITY DEPOSIT:

I authorise Hotel & Spa Étoile-sur-le-lac / Location to directly charge to my credit card the amount required to deal with any damage that may have occurred to furnishings and other items on the premises during the rental period as well as housekeeping costs, if the condo is not properly cleaned before vacating, and unpaid fees (e.g, telephone, keys etc)

ALL CONDOS ARE NON SMOKING;

We request smokers to refrain from smoking in non-smoking condos, otherwise, we will unfortunately have to charge you an extra cleaning.

GENERAL CONDITIONS:

The furniture and other items in the condo should not be subjected to wear greater than that resulting from normal use. Upon departure, the tenant shall be responsible for paying for missing items or those damaged due to other than normal use. This condition also applies to wallpaper, painted finishes, and the building in general. Before the pre-departure inventory is carried out, the tenant shall put all furniture and moveable items back in the places they occupied when he took possession. The tenant shall not have the right to a reduction in rent or compensation should he have to carry out emergency repairs during the tenant's stay.

HOUSEKEEPING:

The premises rented must be left in good condition and clean when vacated, otherwise an amount will be charged to the tenant's credit card for housekeeping. The dishes must be washed and put away, the dishwasher must be clean and empty, and the garbage must be taken out to one of the containers in the parking lots (garbage must never be left outside). Charges will be made to the tenant's credit card for the following, if applicable; **a) the value of broken or damaged items; b) the cost of cleaning or repairing carpets, hardwood floor, covers, mattresses, bed linen and so on that have been stained or otherwise damaged.**

ANIMALS:

Under no circumstances shall the tenant bring any animal (dog, cat, etc) into the rental premises. Failure to comply with this condition shall result in the rental being cancelled with no refunds whatsoever.

NOISE:

No noise will be tolerated, especially after 11h00pm.

FIREPLACE:

The fireplace burns natural gas. It is controlled by a thermostat located to the left or right of the fireplace. Note that the fireplace will automatically shut itself off if the ambient temperature is higher than that indicated on the thermostat. For safety considerations, opening or removing the glass fireplace front or changing the controls located at the base of the fireplace is strictly prohibited.

HEATING AND AIR-CONDITIONING THERMOSTAT:

During the summer, the system can be set either to air-condition or circulate air by pressing the appropriate button located behind the thermostat door. The system can be switched to heating mode by pressing on button marked ' **Heat** '

The tenant must inform the reception desk of any problem within 3 hours of taking possession of the condo.

No employee is authorised to modify the above policy.

Check in : 4 : 00 p.m. Check out : 11: 00 a.m.

Guest's name : _____ Condo No : _____ Reservation No : _____

Signature : _____ 25% deposit : _____