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RESERVING YOUR HOLIDAY :

With your reservation, we are asking for a deposit of 25%. Your reservation must be paid 30 days before arrival.

OUR PRICES INCLUDE :

All taxes (except the tourist tax) – Hot and cold water consumption – TV – Heating - Electricity – Rental Agency Fees – Sheets and bath towels – Necessary equipment for the number of people stipulated in the price list – Housekeeping upon arrival.

OUR PRICES DO NOT INCLUDE :

Tourist tax to be paid on site (rates varying according to local authorities). Deposit: 200 € per apartment which must be paid on arrival, and will be returned on departure after verification of the apartment (one month if you check out during closing hours).

Reservation fees:

- 20 € if you stay more than 7 days
- 10 € if less than 7 days.

Prices were established according to the economic conditions at the time the brochure was made. We reserve the right to modify all rental prices without prior notification. Only the rental contract confirming the reservation shall be considered a contractual document.

ARRIVAL AND DEPARTURE :

All apartments are available after 5pm on the day of your arrival. You must leave by 10am on the day of your departure. The opening hours of the reception desk are 9am to 12:30pm and 4pm to 6:30pm (local or seasonal adjustments could change these times). Early departures or late arrivals are always possible. Please notify the reception of your residence in advance.

CANCELLATION OF YOUR HOLIDAY :

In case of cancellation of your holiday, before arrival, or during your staying, due to any cause: sickness, accident, or unforeseen event, the renter shall be responsible for paying the balance of the rent and no refund shall be given.

HOLIDAY CANCELLATION INSURANCE :

FRANCELOC allows you to benefit from the guarantees of an insurance policy covering the cancellation and interruption of your vacation. This optional insurance is paid via a surcharge to the rent at the same time as the deposit. Price: 23 €

If you get this insurance, it covers:

- reimbursement of cancellation fees as is stipulated in the rental contract that you must pay, minus the insurance premium of 23 €
- reimbursement on a pro-rated basis of the part of lost rent subtracted of the insurance premium

SERVICES :

Telephone: Some residences have switchboard services, others may have a direct-line service in the apartments on demand (an extra deposit of between 80 and 200 euros may be required) Residences without these services will have public pay-phones.

Housekeeping: Included on arrival you have the choice on leaving between cleaning the apartment yourselves (verification before departure by appointment at reception desk and deposit returned) or paying the appropriate fees for cleaning services posted at each residence.

Warning: If you leave your apartment in an unsuitable state of cleanliness the appropriate fees will be charged out of your deposit.

Animals: Pets are allowed in all of the residences (surcharge: 35 € per week); they must be on a leash at all times and are not allowed at the eating establishments or at the pool.

Parking: depending on the residences, free parking lot or covered pay parking, not guarded. Breakfast: available at some residences (please see the prices posted at the residence).

TOURIST INFORMATION :

All tourist information is provided by the resorts and tourist offices. It is given for informational purposes only and does not make up part of the services provided. We shall not be responsible if something advertised in said information is not available or does not exist during your stay.

All pictures in the catalogue are for informational purposes only and are by no means contractual. They do not necessarily show the residence where you will be lodged. Certain sites are seasonal and certain businesses and activities may be closed at the beginning or end of the season.

AFTER SALES SERVICE :

FRANCELOC cannot be held responsible in case of climatic catastrophe or any other natural phenomena causing to perturb, interrupt, or postpone your holiday.

In the case of any reclamation concerning the rented apartment (inventory, cleanliness, breakage, malfunction) you have 24 hours in which to present your reclamation to the management. Over this delay no reclamation will be accepted and you will be held responsible for any damage or missing items on departure.

Any written observations or reclamations concerning a past holiday must be addressed to our Head Office by registered letter in the 3 to 4 weeks following your stay. Our customer- Satisfaction Service will treat your demand within the 2 months following reception.

and the housekeeping fees if you must leave the rented apartment before the expected date of departure.

The guarantee shall be exercised if the hindrance is caused by one of the following events:

- death of the policy holder
- a sickness affecting the policy holder that was not known at the time the rental contract was signed or an accident that happens to the policy holder thereafter.
- death, illness, or accident that can affect the spouse of the policy holder in the same conditions, his parents or children, or those of his spouse, brothers and sisters, as well as any other person that usually lives under his roof.
- death of the son-in-law or daughter-in-law of the policy holder.
- an official summons, whether judiciary, military, or at a criminal jury trial.
- hindrance justified by a lay off, transfer of the policy holder or his spouse or by the bankruptcy of company that the policy holder manages.

In order for the guarantee to be effective in the event of illness or an accident, the policy holder must have a medical prescription ordering his hospitalization or prohibiting him to leave the bedroom of his home to perform any business activity.

To benefit from this guarantee, you must notify FRANCELOC immediately and no later than the expected date of arrival by mail, fax, or email and must include the medical certificate or any official document justifying the cancellation. All cancellations processed after the date the vacation was to begin shall entail the forfeiture of the rights to reimbursement.

RENTAL INSURANCE :

All renters are responsible for being insured by an insurance company for all risks inherent to their stay which includes: theft of, loss of, or damage to their personal property, damage done to the rental furniture, as well as damage done to the building by their doing or by their negligence.

The customers must be able to give proof of this policy upon first demand. It is specified that the property, suitcases, objects, furniture, valuables, and vehicles of the customers are not covered against theft, loss, or damage no matter what the cause may be.

The parties convene that our company shall not be responsible regarding this matter and that it is up to the renter to take out the insurance policies that he deems necessary.

Texts and pictures have no contract value - subject to modifications - Information regarding activities or equipments of the resorts are given for information and can not commit FRANCELOC.