

General terms and conditions for short-and medium-term rental furnished accommodation.

This agreement is reserved for the exclusive use of approved Urban Séjour accommodations. It is translated into English for your understanding, but we remind you that only French law is applicable.

Urban Séjour is a company specialized in the rent of both seasonal furnished flats to be used for personal accommodation and Bed and Breakfast guest houses.

The minimum stay in our apartments is of two (2) days. The specific conditions can be viewed on the relevant pages of the Urban Séjour website.

Apartments are completely furnished, equipped and supplied with linen.

Our mission is to help you to find the accommodation which will be the most convenient for your stay.

Urban Séjour is the intermediary between landlords and tenants. All the information concerning apartments and their description is communicated to us by the landlord.

Although Urban Séjour does everything in its power to ensure this information is exact and verify all the details, our company can on no account be considered responsible for any errors or omissions which may arise. We invite you to inform us about any difference you notice.

Please contact the landlord for any other information concerning the apartment as from the moment of reservation.

Urban Séjour also reserves the right to modify the published information about the website at any time, including price lists, descriptions and photos.

Reserving an apartment through Urban Séjour implies the acceptance of the present 'General terms and conditions for short-and medium-term rental furnished accommodation'.

You will find below the process to be followed in order to reserve a furnished apartment or a Bed and Breakfast with Urban Séjour.

PRICE LISTS:

Each apartment or Bed and Breakfast has a corresponding price list according to its category, its surface, its situation and the period. A price list is established per day or per week.

The prices are graded according to the duration of the stay.

The prices are indicated in Euros. They are inclusive of all taxes, a part from by the tourist taxes, and include the provision of the accommodation only. They do not include the optional services.

The rental price list includes:

- Supply of the linen (sheets and bathroom linen). Weekly renewals for stays of over 11 nights.
- Weekly house-cleaning (except for crockery and household waste) for stays exceeding 11 nights.
- ADSL Internet access, Ethernet or WIFI.
- The price includes the cost of gas, electricity and water within the limits of a 'normal used'. The consumption of electricity is included in the price lists up to in the following limits: 35 KW per day for accommodation of less than 40 m², 70 KW per day for accommodation between 40 and 80 m² and 100 KW per day for accommodation of more than 80 m².
- The water consumption is included in the following limits: 0.25 m³ a person and a day. Any overtaking of these fixed prices will be the object of an additional invoicing deducted of the security deposit, what is expressly accepted by the tenant.
- Breakfast in Bed and Breakfast guest houses.

A security deposit will be required by the landlord to the tenant, for any stay in seasonal furnished flat, during the delivery of keys. The amount of this security deposit varies according to the characteristics of the reserved accommodation and is mentioned on the price list published on the relevant pages of Urban Séjour web site.

RESERVATION - CONFIRMATION OF THE RESERVATION

Announcement of the project of reservation

The customer has to notify to Urban Séjour references of the accommodation and dates of stay he wishes:

- Is by mail: Urban Séjour 30 Street Antoine Charial 69003 Lyon
- Is by e-mail: info@urbansejour.com
- Or by filling the form on www.urbansejour.com

Within 48 hours, following the reception of this announcement:

- Urban Séjour will confirm to the tenant the availability of the accommodation on which the tenant will have made his choice in the dates known aimed.
- In case of unavailability of the accommodation on which the tenant will have made his choice in the dates knew aims, Urban Séjour reserves the right to propose to the tenant one or several housing of equivalent type.

Option of reservation

The customer has to notify to Urban Séjour, the name of the chosen accommodation and his dates of stay.

Urban Séjour sends him/her an option of reservation, valid 24 or 48 hours, with request of payment of a deposit equal to 15 % of the rent.

This 15 % deposit includes set-up fees, that is 41.80 Euros exclusive of tax, or 50.00 Euros TTC, not refundable.

This payment is made:

By mail: Urban Séjour 30 street Antoine Charial 69003 Lyon

By Credit Card via the secure site of our bank, a link towards this method of payment is sent with the request of regulation (payment) of the option of reservation.

Reservation

After reception of the payment, Urban Séjour will confirm to the tenant his/her reservation.

Will be joined to the confirmation of reservation:

- The rental agreement to be signed in duplicate by the tenant and the landlord the day of the entrance to places,
- The address and phone number of the landlord and the rented accommodation. The tenant makes a commitment to contact the landlord 3 days at least before the beginning of the stay.
- The present General Conditions of Reservation.

The tenant has to indicate in the rental agreement, in the reserved picture for that purpose, the identity (name, first name, age of the children if necessary) of persons brought to live, hanging all or any of the stay, in the accommodation.

The balance of the price of the stay will be directly adjusted to the landlord by the tenant, according to the conditions and modalities were aimed at the rental agreement.

The reservation will be considered as definitive as from the 21st day before the beginning of the stay. Crossed this deadline, the reservation can give place to a cancellation in the below planned conditions.

MODIFICATION OF THE DATES OF THE STAY

As far as the available places, every tenant can increase the number of days initially reserved for his/her stay. To do it, the tenant will have to settle to Urban Séjour the additional deposit, that is 15 % of the price of the additional stay. Any additional reservation will be registered definitively only after collection of the additional expenses of reservation.

CHANGE OF APARTMENT

In case of unexpected circumstances such as compulsory renovations, floods, etc., Urban Séjour reserves the right to propose to the tenant an apartment similar to the accommodation initially reserved by him/her, or to the similar characteristics.

In case the tenant opposes to the alternative proposed by Urban Séjour, the reservation can be cancelled and the expenses of reservation will be paid off. In that case, Urban Séjour will assume no other responsibility that the partial or total cancellation of the reservation.

PERSONS DECLARED FOR THE STAY

Every immovable property proposed in the rent has a maximal capacity of persons who will occupy the accommodation which must be exceeded on no account. Every person called to occupy, for all or any of the stay, the rented places must be declared, by the tenant and under its only responsibility, in the rental agreement.

The reservation is not transferable.

CANCELLATION

Any cancellation of stay must be made by the tenant, by recommended mail with acknowledgement of receipt or e-mail with acknowledgement of receipt, with the company Urban Séjour, at the following address: 30 Street Antoine Charial 69003 Lyon or info@urbansejour.com

1. Any cancellation by the tenant will have for consequence the loss by this one of the set-up fees (that is 50.00 Euros TTC) paid to Urban Séjour.
2. In case of cancellation between 8 and 21 days before the date of arrival of the tenant, Urban Séjour will keep 50 % of the deposit paid by the tenant.
3. In case of cancellation until 7 days included before date planned by arrival of the tenant, Urban Séjour will keep the completeness of the deposit paid by the tenant.

TERMINATION IN THE COURSE OF STAY

The period of the stay is indicated in the rental agreement.

Urban Séjour and the landlord will hang on to the whole amount of the rent due to the end of the stay.

The rental agreement can be cancelled by rights by the landlord, without compensation, for lack of a payment in its term or of a non compliance with the conditions of use of the rented property.

In every case, the 15 % deposit will not be paid off.

ARRIVAL AND DEPARTURE

The day is deducted from 4 pm till 10 am. A mutual agreement between landlord and tenant can break these schedules. In case of postponed arrival or anticipated departure with regard to planned dates, no refund "prorata temporis" will be made.

Three (3) days at least before the beginning of the stay, the tenant makes a commitment to contact the landlord to agree of his/her reception in the apartment.

Late reception: a 30-euro supplement can be asked by the landlord, for a reception after 22 hours.

CLEANING

For the stays of 11 days and longer, a weekly household will be made. This service is included in the price of the rent

The tenant makes a commitment to tidy up his/her personal things, so that the household can be made in good conditions. In defect, this intermediate household can be partially made only or at all.

The above-mentioned services of cleaning will be charged in the conditions planned below.

At the end of stay

The tenant makes a commitment before his/her departure:

- To clean the elements of the kitchen area (kitchen sink, refrigerator, oven ...),
- To clean and tidy up the dishes or to put the dishes in the dishwasher in case of arrangement of this equipment,
- To leave a premises clean and free of any rubbish or waste. In defect, the tenant is informed about the fact that the cost of the intervention arranges will be fixed to 22 Euros TTC per hour and deducts from the amount of the security deposit.

DELIVERY OF THE CONTRACT AND THE KEYS - INVENTORY OF FIXTURES

Upon his/her arrival, the tenant will be welcomed by the landlord or his/her representative, to whom he/she will have to present an ID card of current validity (National ID card or passport) and give to the landlord a copy of this document. For the persons nationals of country except the European Union, he/she can be asked a copy of the ID card at the time of the confirmation of the reservation.

A contradictory inventory of fixtures is made with the landlord or his/her representative, in the date of entrance and exit of the rented places.

The tenant will have to set with the landlord, at least 48 hours before his/her departure, for the inventory of fixtures. During the entrance to places, a copy of the rental agreement signed by 2 parties will be handed to the tenant by the landlord or his/her representative.

SECURITY DEPOSIT

The tenant is anxious to leave the appropriate rent and the equipments and the installations in good working order. Should the opposite occur, the cost of the restoration of the rent and/or the equipments and the installations will stay chargeable to the tenant. This cost will be imputed first and foremost on the security deposit required by the landlord at the time of the entrance to places.

Any possible balance of this security deposit, deduction made by the cost of the works or the cost of replacement of the damaged or missing good, will be restored by the landlord to the tenant at the latest 15 days after the end of the stay.

The landlord will prove, in first request of the tenant, all let us be deducted from the security deposit or demanded as such in addition to the security deposit.

RULES OF OCCUPATION OF THE APARTMENT

The tenant has to respect safety instructions and rules of occupation of places applied in these last ones which will be explained to him/her by the landlord during his/her arrival.

The presence of animals is forbidden in the rent, except opposite authorization of the landlord.

In the case of a reception of an animal, authorized by the landlord, a supplement will be added to the price lists of rent:

- 5 Euros per day for a stay of 1 to 6 days,
- 30 Euros a week for a stay from 1 to 3 weeks,
- 20 Euros a week for a stay from 8 to 12 weeks.

As from the confirmation by Urban Séjour of the reservation, the tenant will have to contact the landlord for any additional information.

The use of internet by the tenant is subjected to the current French legislation and will stay of the responsibility of the tenant if he/she breaks this legislation.

PROTECTION OF THE DATA

According to the law of August 07th, 2004 relative to the computing, to the files and to the liberties, on the Protection of the Data of Character Staff, Urban Séjour informs the tenants that the data of personal character which are supplied to us will serve only for the wanted service.

Only the employees and the suppliers who have to know these data to supply the best service to his/her customers will have access there. In every case, the tenants can exercise access rights, opposition, rectification and cancellation planned in the mentioned Law.