

These are the general conditions that CASA MIRA applies on accepting the reservations for the rent of the lodgings that are described on this website ( [www.casamira.eu](http://www.casamira.eu) ). In this document we name « the guest », the person in whose name the reservation has been made as well as all persons included in the reservation.

1. **RENT – RATES.** The rent will be concluded on basis of the rates indicated in this website. The yearly rental period is divided into 4 seasons (HS – high season, MS – medium season, LS – low season, OS – out season). At the end of each yearly renting period (15/12) CASA MIRA is reserving the right to modify the rates.
2. **WHERE AND HOW TO MAKE RESERVATIONS.** The guest will use the forms on the website [www.casamira.eu](http://www.casamira.eu) of CASA MIRA and send them by e-mail or by fax to +32 2 567 02 73 .
3. **MINIMUM RENTAL PERIOD.** The rental periods are weekly. The minimum rental period is one week: from Saturday till Saturday. CASA MIRA is entitled to ask for an extra payment of 100 euro for a supplementary cleaning whenever the renting period is more than one week.
4. **PAYMENTS – RENTAL VOUCHER.** After receipt of the rent-confirmation from CASA MIRA, the guest will transfer a **sum of 500 euro** to the indicated bank-account. The remaining amount has to be paid at latest TWO MONTHS before the beginning of the rental period. Upon reception of the total amount, CASA MIRA will send the RENTAL VOUCHER to the guest. For reservations made within the period of 2 months prior to the rental period , the total amount should be paid immediately.
5. **WARRANT.** At latest 14 days prior to the beginning of the rental period the guest has to transfer a warranty-sum of **1.000 EUR** to CASA MIRA as will be indicated in the Rental Voucher. THE OWNER OR HIS REPRESENTATIVE HAS THE RIGHT TO REFUSE ACCESS OF THE LODGING TO THE GUEST WHO HAS NOT PAID THE WARRANTY IN DUE TIME. The warranty-sum will be refunded to the guest within a period of 30 days following his departure with deduction of **local residence-taxes of 2,53 euro / person /night. ( rate 2019 )** A deduction will be made for all costs incurred by damages made or disappearance of goods registered by the owner or his representative after departure date of the guest). The guest will be held responsible for all damages or losses incurred during his stay and not declared by the guest at the beginning of his stay. A list of goods in the lodgings will be available for control on the day of arrival of the guest.
6. **ARRIVAL AND DEPARTURE TIMES.** **ARRIVAL** has to take place on **Saturday between 16h00 and 19h00** ( between 4 and 7 PM ). The approximate hour of arrival (margin of 30 minutes ) should be communicated to CASA MIRA in due time in order to give CASA MIRA or his representative the time to organise her selves and/or to arrive at the premises. **DEPARTURE** has to take place on Saturday between 8h00 and 10h00 ( between 8 and 10 AM ) . Any change in arrival or departure date or hour should be confirmed to CASA MIRA latest 8 days in advance. In case of unforeseen delay on the day of arrival the guest will have to inform CASA MIRA or his representative directly by phone, as will be indicated on the RENTAL VOUCHER.
7. **MODIFICATIONS – ANNULATIONS.** CASA MIRA is entitled to charge any reasonable additional cost incurred due to modifications to the initial reservation. Cancellation of a reservation will imply the following compensation:
  - **500 euro** if the cancellation takes place prior to the 90th calendar-day before the beginning of the rental period;
  - 1.000 euro when it occurs between the 90th and 30th day before;
  - 100 % when it occurs between the 30th and the day before or if the guest is not showing up at the beginning of the rental period, NOTWITHSTANDING THE REFUND OF POSSIBLE SUPPLEMENTARY COSTS.In case of cancellation the guest should send a duly signed letter by registered mail to CASA

MIRA. The date of registration will determine the compensation fee as described above.

**8. HEATING** (provided from 01/01 till 15/05 and from 1/10 till 31/12 )**AND ELECTRICITY.** Costs for heating, warm water and electricity are included in the rent

**9. PETS.** Are not allowed.

**10. RESPONSABILITIES OF THE GUEST.** In case the guest , or a third party who pays an occasional visit during the guests stay, causes damages to the lodging or to the furniture or any content or decoration of the lodging, the guest will be hold responsible for the costs incurred. The lodgings will be restored to their original state on the expense of the guest. Cleaning will be executed by CASA MIRA and the cost of cleaning is included in the rent. Cleaning does NOT include the deposit of the household refuse / rubbish. The guest should bring the refuse to the refuse dump. If not, CASA MIRA will have to collect extra cost from the guest. UPON ARRIVAL the guest will find a document in the house with the RULES OF TE HOUSE, indicating the rules of discrete behaviour and with any practical information needed – refuse dump, tel numbers of doctor etc...

**11. INSURANCES.** It is awaited that the guest has an insurance for the family members covering risks of damages toward third parties.

**12. NUMBER OF PEOPLE.** Under no circumstances access will be allowed for people in excess of the number of people as indicated in the reservation and in the RENTAL VOUCHER. The maximum number of people allowed is indicated on the web pages – including children and babies. If this condition is not respected, CASA MIRA is entitled to refuse access to the lodging to the guest, and to consider the violation of this condition as an act of cancellation. The number of people that can stay in the lodging is defined by the numbers indicated on the web pages and in the Rental Voucher. Any substitution of persons during the period of rent is forbidden if not accepted in advance and in writing by CASA MIRA. On the premises and the total area of the property of CASA MIRA, it is absolutely forbidden to put away or install caravan's, mobile homes or trailers or to install tents .

**13. MAINTENANCE.** Whenever necessary , the owner or his representative is entitled to access the house to execute necessary works or maintenance activities ( garden, swimming pool, etc...)

**14. RENT INCREASE.** If , for any reason , independent from the will of CASA MIRA, the rent has to be raised by more than 10 %, the guest is entitled to a total refund of the reservation paid to date, on the condition that his demand for refund is send by registered mail within a period of 14 calenderdays , following the date of communication by CASA MIRA of such a rent increase.

#### **15. HOUSE REGULATIONS**

By accepting the reservation, the holiday makers undertake to fully respect the house rules and to use the swimming pool alarm system. Holidaymakers who violate the rules of the house rules and insist on breaking the rules after a reminder may be obliged to leave the gîtes immediately, without any right to any compensation.

**16. JURISDICTION.** In case of treatment of any dispute concerning reservations and rent, only French legislation is applicable and the place of jurisdiction is the Court of Avignon. The act of reservation itself implies the full knowledge of the General Conditions of the Rental Agreement.