

GRAPE RENTALS

RENTAL TERMS AND CONDITIONS

Securing a reservation

Once we have received your completed and signed **Booking form**, signed copy of our **rental Terms and Conditions** & your **payment**, we email you a receipt for Reservation Confirmation. **ONLY THEN** is your reservation considered confirmed.

Payment schedule

- 50% of rent due at the time of booking - or full payment if you are booking less than 60 days before your arrival date;
- Rent balance and security deposit due 60 days prior to arrival;
- Cleaning fee to be left at the property in cash;
- Security deposit refunded within 7 days of departure, minus city tax and any other charges that may apply.

Cancellation by Guest

The rent payment is non-refundable, unless we are able to rent out the cancelled period to other guests - if we are able to re-rent a 20% administrative fee will be deducted from the refund.

Note: we recommend the purchase of a Trip Cancellation insurance covering your vacation rental rent.

Unavailability of Property

In the event the Property is not available for use during the Rental Term due to reasons, events or circumstances beyond our control, we will make every effort to find a property of equal value in exchange that meets the reasonable satisfaction of the Guest. If nothing is available for your dates, we will issue a full refund immediately.

Condition and use of Property

The Property is provided in "as is" condition. We do our best to ensure the operation of all amenities in the Property, such as internet access, satellite or cable TV access. We shall not be held responsible for such items failure to work, but will make every effort to correct any issues as reported as quickly as possible.

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Insurance

The property is insured to cover risks such as fire and flooding. Theft or loss of any of the tenant's possessions are not covered. The tenant is under the obligation to alert the landlord within 24 hours of any incident occurring at the property.

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Utilities

Utilities (water/electricity/gas) are not included in rent. Meters are checked before and after your stay and the exact amount owed is calculated and deducted from your security deposit prior to refund.

Cleaning Fee

There is a cleaning fee going towards the professional cleaning of the properties between guests. See Cleaning Fee amount in your quote. We reserve the right to charge for extra cleaning for guests who leave the property in a very dirty or messy state.

City tax

We have to collect a City Tax - per person over 18 per night. The tax owed will be deducted from your security deposit and remitted on your behalf to the local council. See tax amount in your quote.

Telephone

A phone will be at your disposal in the house. Call to French and North American landlines and cell phones are free. Call to landlines in Germany, England, Australia, New Zealand are free. BUT cell phone call to those countries, calls to other international countries and some local special numbers are not free - phone charges will be deducted from your security deposit.

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Damage / Broken / Missing Items

We reserve the right to charge for any items which are damaged, broken, or go missing during your stay, and may charge over and above the security deposit.

Keys

Instructions will be given on how to leave the keys in the house when you leave. We reserve the right to charge for replacement of lost sets of keys.

No Smoking and No Pets

For the comfort of all of our guests, we have a strict no smoking and no pets policy at all of our properties. We reserve the right to charge for extra cleaning for guests that do not follow our No Smoking and No Pets policy.

Security Deposit

We take a refundable security deposit - this deposit is refunded minus utilities **if any**, phone charges **if any** and extra cleaning **if any** after your departure from the property under the understanding that no damage has incurred. See security deposit amount in your quote.

Housekeeping

There is no daily housekeeping service. While linens and bath towels are included in the unit, daily maid service is not included in the rental rate. We'll be happy to provide you with a quote if you'd like to get extra cleaning organized during your stay.