



General Booking Conditions

for **Réseau In-Sarlat®** apartments
Rental and administrative fees – 2011

We wish you a good stay in Sarlat and are happy to welcome you to the heart of the town where you will experience life in Sarlat « from the inside »!

You will find below the answers to the questions most frequently asked by our guests.

Arrival and departure information

- Guests must arrive between 15h00 and 18h00 on the first day of their stay and should go to:

Transimmo-Réseau In-Sarlat®

16, rue Fénelon, 24200 SARLAT

Phone: 05.53.29.44.90 or 06.07.08.13.15

- A later arrival can be requested beforehand with no extra charge (for personal reasons or due to air or rail arrival times)
- Arrivals after 20h00 which have not been requested beforehand will incur an extra charge of 30€.
- Arrivals are not allowed after 23h45; after this time guests must arrive on the following day.
- Departures must take place before 10h30, or later on special request.
- If arriving on a Sunday, guests must arrive between 16h00 and 18h00 and phone us on 06 07 08 13 15 at least 20 minutes before arrival.

Where to park

- To get to our offices at **16, rue Fénelon**, it is best to park your car at one of the following places:
 - the parking of the administrative centre (*place Salvador Allende*)
 - at the end of the *boulevard Henri Arlet*
 - the *place la Bouquerie (hôtel La Couleuvrine)*
 - at the beginning of the *boulevard Nessman*

From 1st November to 1st May parking on all the boulevards is free of charge.

Rental Prices

- The price stated in our contracts is **all inclusive**. It is made up of the following items :
 - the rental for the apartment,
 - tourism tax (*0,30€ to 1,50€ per person per day*),
 - final **obligatory** cleaning charge of 35€ to 45€, depending on the size of the apartment.

Reservation and Payment

- On reception of your booking request the apartment will be reserved for 72 hours and the reservation will be confirmed as soon as we receive your deposit, which is equal to 30% of the total cost of your stay.

The deposit, which cannot be refunded for any reason, is payable by cheque, holiday vouchers, bank transfer or credit card (Visa or Mastercard).

- Administrative costs resulting from payment by holiday vouchers will be charged to guests who choose this means of payment.
- The amount remaining due for the rental must be paid 3 weeks before the arrival date.
- For rental reasons, the Réseau In-Sarlat® reserves the right to offer guests a different apartment of the same or superior standing without any extra charge.

Inventory and Deposit

An inventory listing all the items in the apartment will be signed by guests on arrival. A cheque (not cashed) for 300 € will be required as a deposit in case of damage or breakages during the stay.

What we provide during your stay

- We provide household linen (sheets, tea towels) and bathroom linen (two bath towels per person and a bath mat).
- Shampoo, soap, washing up liquid, coffee, etc are not supplied.

On request, we can supply you with a « cleaning kit » and/or a « grocery kit ».

Services offered by In-Sarlat® (*)

(*) services reserved exclusively to Réseau In-Sarlat® guests.

► Hotel services (all necessary household linen is supplied free of charge)

Extra bathroom/bedroom items:

- | | | |
|--|--------|-----|
| ▪ bathrobe | 8,00 € | |
| ▪ extra sheet | 4,50 € | |
| ▪ bath towel | 3,00 € | |
| ▪ bath mat | 3,00 € | |
| ▪ cleaning kit (soap, shampoo, washing up liquid) | | 13€ |
| ▪ grocery kit (salt, pepper, mustard, coffee, tea) | | 12€ |

Late departure on request, if possible

- 12h00 and 14h00: 25 % of price for a night
- 14h00 and 16h00: 35 % of price for a night
- 16h00 and 18h00: 50 % of price for a night
- after 18h00 : 100 % of price for a night

Late arrival (after 20h00): 30€.

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► Administrative services

▪ **Wifi**

- free in the 5 apartments which have wifi (La Maison des Poètes & La Maison Joséphine)
- for the apartments without wifi : possibility of using wifi in our offices: 8€/hour with a minimum de 2€ for each connection.

Administrative costs :

- Fax :
1€ /page /France
3€ /page /outside France
- Photocopy (black and white): 0,30€
- Photocopy (colour): 1€
- Forwarding of items: 10€ (plus postal charge)
- Phone call: 1€/ France, 2€ Europe, 4€ rest of world (per minute)

Various services (phone calls, bookings of visits or taxis, ...) : free if less than 10 minutes, otherwise 30€ per hour before tax.