

# Résidence I Pozzi

Version Date: 25/10/2024

Subject: Internal Rules

## 1 – Access to Rooms, Check-In, and Check-Out

The hotel reserves the right to refuse clients whose attire is indecent or neglected, or whose behavior is noisy, inappropriate, intoxicated, or otherwise contrary to public morals and order. Any person wishing to stay at the residence must provide their identity and age, as well as the identities of accompanying persons. The client may not bring third parties unknown to the hotel into the accommodation (per the police prefect's order of October 28, 1936, modified by the ordinance of February 1, 1940, Article 9), unless authorized by the hotel. Likewise, the client may not exceed the number of occupants allowed by current regulations.

In case of non-compliance, the establishment reserves the right to charge the responsible client for the additional lodging costs based on the number of excess occupants, whether the client is present or not, at the rates in effect at the time of the breach. The establishment will charge the offending client's credit card.

Upon arrival, unless otherwise agreed upon, the client may not demand occupancy before 4:00 p.m. Rental ends at 10:00 a.m., regardless of the client's check-in time.

A baggage service allows clients to leave their luggage at the residence reception in exchange for a ticket. The residence disclaims any liability in the event of theft or damage.

A security deposit of €500 will be requested upon arrival. Upon departure, the client must return the accommodation key to the reception or the designated key box. Taking any residence

property is strictly forbidden; any unreturned items will be charged. The client must inform the hotel if they realize a mistake and return the item; otherwise, they will be billed.

The accommodation key may be kept with the client but should not be given to third parties and must be returned on the departure day.

If the key is not returned, the residence will charge €50 to the client's credit card.

## 2 - Children & Extra Beds

Children are under the full responsibility of the client. They must not be left unsupervised within the establishment.

At the client's request, the residence can provide a crib for a child up to 3 years old, subject to availability. Children and adults over 3 years old are not permitted to use this bedding. An additional charge of €10 per extra bed per stay will be applied.

Providing a bed is subject to availability, and each accommodation can hold a maximum of one extra bed.

## 3 - Swimming Pools / Jacuzzis

The residence assumes no liability for accidents occurring in or around the swimming pools. Children must, of course, be supervised by their parents.

## 4 - Liability

Failure to comply with rules, safety standards, or hygiene protocols and causing any damages or negligence that leads to direct or indirect damage to property, people, or future services will incur client liability and associated charges. Clients are responsible for assessing their physical condition for access, and we disclaim any responsibility for incidents occurring from provided services.

If you have health issues (circulatory, cardiac, respiratory problems, allergies, asthma...) or are pregnant, please inform us.

We assume no liability for physical injuries (falls, burns especially due to jewelry) or for any

material damage, loss, or alteration of valuables, cameras, or phones.

## 5 - Respect for the Premises: Hygiene and Safety Rules

Decency, restraint, and discretion are expected to preserve the serenity of the premises. Glass items, alcoholic beverages, illicit substances, and smoking inside accommodations are prohibited. Any breach of hygiene and safety rules will result in the immediate expulsion of any person violating these guidelines.

## 6 - Damage and Disturbances

The client must treat the rented property as a responsible household head would.

Accommodations made available to clients are verified, functional, and in good condition. Clients are encouraged to report any issues to the reception immediately.

If any problems arise, the client will be held civilly liable. In case of damage, the residence reserves the right to bill the client for repair or replacement costs. This also applies to any damage found after the client's departure, which will be charged to the client's credit card. In case of intentional or unintentional damage to property, furnishings, or furniture belonging to the residence, the residence may demand full reimbursement along with a penalty equivalent to the deposit amount.

In the event of water damage or flooding, whether intentional or unintentional, the residence may require full reimbursement for the damages caused.

A cleaning fee may be imposed if the accommodation is left in an unacceptable condition. In case of damage to bedding or mattresses, the residence will charge a minimum of €1,000 for cleaning and repairs and for the loss of rental income.

Generally, clients must settle damages directly with the residence and may claim from their insurance (if they wish to be reimbursed) for any voluntary or involuntary damage caused during their stay.

All accommodations are non-smoking. The residence reserves the right to charge one night's stay for additional cleaning fees if clients smoke in the accommodation. Clients who continue to smoke indoors or outside designated areas will be asked to leave the residence.

Non-compliance with the residence's internal rules will result in the client being asked to leave without any right to a refund. The residence has no obligation to notify the client, although a bill may be provided upon request.

Clients must not nail anything to the walls or move the furniture.

Noise, even during the day, is prohibited. Clients causing disturbance or scandal of any kind will be asked to leave the hotel immediately without refund. For the tranquility of the establishment, all noise should cease between 10:00 p.m. and 8:00 a.m. to respect and allow other clients to rest. Any noise linked to the behavior of a person under the client's responsibility may lead the hotel to request that they leave without requiring acoustic measurements if the noise disturbs other clients (per Public Health Code Articles R.1334-30 and R.1334-31).

Inappropriate noise will be reported to the police if necessary. Commercial activities are strictly forbidden.

## 7 – Prohibitions

For safety and respect, smoking inside the accommodations is strictly prohibited.

Per Decree No. 2006-1386 of November 1, 2006, smoking within the residence will result in a €90 surcharge or legal action. Tampering with smoke detectors is also prohibited for the same reasons.

Any false activation of the fire alarm due to non-compliance will incur a €150 fee for resetting the fire safety system. It is also forbidden to launder the linens provided by the establishment.

## 8 – Complaints

Any complaints regarding service quality must be presented to the hotelier immediately.

## 9 – Forgotten Belongings

Abandoned or left-behind items may be sold under the provisions of the law dated March 31, 1896. If the client requests the return of their belongings by parcel or mail, shipping with tracking and insurance for valuable items is mandatory. Shipping will be processed once the client covers the costs.

## 10 – Parking

A private, secure parking lot with video surveillance is available to clients. We assume no liability for loss, theft, or damage within the parking area.

## 11 – Fraud

Fraud is an offense defined as consuming a paid good or service knowing you are unable to pay or deliberately intending not to pay while pretending to be willing to pay.

Fraud is punishable by **6 months' imprisonment and a €7,500 fine**, in addition to damages and interest.

## 12 – Cancellation and Refund Policy

### **High Season (June to October):**

- Cancellations made more than 30 days prior to the arrival date: 100% refund.
- Cancellations made 30 days or less before the arrival date: no refund will be issued.

### **Low Season (outside the high season):**

- Cancellations made more than 7 days prior to the arrival date: 100% refund.
- Cancellations made 7 days or less before the arrival date: no refund will be issued.

### **Cancellation Procedure:**

All cancellation requests must be made in writing (via email or registered mail) and must include the reservation number, the identity of the person who made the booking, and their personal contact details. The date of receipt of the cancellation request will be considered the official cancellation date.

### **Refund Process:**

Refunds will be processed to the credit card used for the booking, within a maximum of 14 business days after the cancellation request has been validated.

## 12.5 – Additional Chapter for the Internal Regulations

### **Rules on Reservations and Cancellations**

- **Acceptance of General Conditions:**

All bookings imply full acceptance of these general terms and conditions of sale, as well as the internal regulations of the residence.

- **Booking Modifications:**

Any changes (dates, accommodation, etc.) are subject to the approval of the residence and may incur additional charges.

- **Early Departure:**

No refund or compensation will be granted in the event of an early departure by the guest, regardless of the reason.

- **No-Show:**

In case of no-show on the scheduled arrival date, the total amount of the reservation will be retained, and no refund will be issued.

- **Force Majeure:**

In the event of force majeure (natural disasters, pandemics, etc.) that prevent access to the residence, a credit note may be issued instead of a refund, at the discretion of the management.

## 13 – Security Deposit

During the reservation, **no amount will be debited** for the deposit. Before the guest's arrival, **two options** for the deposit are available:

- **A credit card pre-authorization of €700**, which is **not an actual charge** but simply a verification of funds;
- **Providing a €700 security check** upon arrival, which **will not be cashed** unless there is damage or non-compliance with the house rules (covering repair, replacement, or cleaning costs).

This deposit, in any form, is intended to cover any potential incidents or damage during the stay. **In the event of damage or non-compliance with the rules, the residence reserves the right to deduct all or part of this amount** to cover the related costs. **If no damage or incident is noted, the guest will not be charged any amount.**

If **the pre-authorization cannot be validated** (due to insufficient funds or another technical issue), the residence will immediately inform the guest so they can resolve the situation or choose the other deposit option before arrival. If **no solution is found before the scheduled arrival date**, the residence reserves the right to **cancel the reservation without refund**. This measure aims to ensure the smooth organization of stays and the quality of services for all guests.

## 14 – Interpretation and Amendments Clause

The management reserves the right to modify the terms of these internal regulations at any time to ensure the smooth operation of the residence and the satisfaction of its guests.

Any changes will be communicated to the guests via notices in the common areas of the residence or by any other appropriate means.

In the event of disputes or differences in interpretation of these rules, the management reserves the right to provide the necessary clarifications.

Staying in the establishment implies full acceptance of these regulations and any subsequent amendments.

## 15 - Acceptance of Internal Rules

The residence's internal rules apply to all reservations. All stays imply acceptance of the residence's specific conditions and internal rules. Violation of these provisions will lead to immediate contract termination, with financial penalties. In case of non-compliance with the residence's internal rules, the client will be asked to leave without any refund entitlement.

**If the client breaches any of these conditions, the hotelier will be obliged to invite the client to leave immediately without any compensation.**

We thank you in advance,  
The Management

Résidence I Pozzi

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