

## **Resort Policies, rules and conditions:**

To reserve, a deposit of 50% is required payable by Visa, Master Card, cash or debit card (if in person). The balance is payable at check-in.

**Please note that it is the responsibility of the tenant (the person named on the lease) and the owner of the credit card with which the deposit has been made must be present at the reception with Identification document (ID) to proceed to the registration, sign the necessary documents, pay the balance and pay the security deposit.** The key of the chalet will then be given to him. We cannot allow guests of the said tenant to enter the chalet if these conditions are not met. However, the balance and security deposit may be paid by a third party if the landlord is present for registration.

**At check-in you will also be required leave a security deposit** in the amount of \$250.00 for chalets: #43, 44, 49, 85, 86, 87, 88, 91, 92, 93, 94 & Ežeras; \$500.00 for chalets: #48, 81, 83, 95, 96 & 1130; \$1000 for chalets: Žiema or Vasara and \$2000 for the Chalet Château payable either by Visa, Master Card, Cash, Interac or money order. Credit card security deposits will be released from your credit card and **security deposits left by money order, interac or cash will be refunded by check and mailed back**, after the chalet you have rented is cleaned and inspected as long as the dwelling and its contents are left in good condition and the rules and conditions are respected.

**Check-in time: 4:00 p.m. (Chalet Château 5:00 p.m.) to 9:00 p.m. / Check-out time: Noon.**

Penalty fees for late check-out: \$35.00/hour, \$75.00/hour for chalet #1130, Žiema & Vasara. For Chalet Château: \$150.00/ hour for late check-out. This amount will be deducted from your security deposit.

If you would like to check-in earlier or check-out later please notify us 24 hours in advance. Additional fees will apply as follow: **\$20.00/hr** for chalets 43, 44, 49, 85, 86, 87, 88, 91, 92, 93, 94, Ežeras; **\$35.00/hr** for chalets 48, 81, 83, 95, 96; **\$50.00/hr** for chalets #1130, Žiema and Vasara; **\$100.00/hr** for chalet Château. You may use our private beach free of charge as of noon on the day of check-in up until noon on the day of check-out. Regular beach entrance fees will apply if you use the beach outside of this period.

**Please, no guests\*.** Most of our tenants stay in our chalets to get some peace and quiet. To show respect for those around you please no visitors are allowed in our chalets, Le Soleil nor the beach. If the maximum number of occupants noted in your reservation is not respected, Chalets Lac à la Truite Inc has the right to cancel your reservation without reimbursement and/or to withhold the damage deposit. Tenants are neither exchangeable and must remain the same throughout the stay.

**\*It is however possible to have guests in chalet #1130 and in the Chalet Château. Conditions are as follow:**

### **Chalet #1130:**

You may have up to 6 guests (20 total 14 + 6) who will come to your chalet as guests for an afternoon or evening, but who will not sleep (spend the night) in the chalet: \$25.00 per guest.(+ taxes).

### **Chalet Château:**

Up to 30 tenants (sleepers) total can be accepted in the chalet (24 + 6 extra people) with an extra charge of \$100.00 per extra person above 24 for a 2 night stay OR you may have up to 16 guests (40 total 24 + 16) who will come to your chalet as guests for an afternoon or evening, but who will not sleep (spend the night) in the chalet: \$25.00 per guest.(+ taxes).

**Pets** - 1 or 2 small (20 lbs or less) dogs over 1 year of age is permitted in all chalets. Cats are not permitted. Guests must notify us in advance if they plan on bringing a pet. An extra charge of \$15.00 per day per dog will apply. Pets are not permitted at the beach nor at the pool area. Dogs are to be kept inside of the car when checking-in as to not soil the grass and reception area.

### **All chalets are non-smoking**

You can smoke outdoors with all doors and windows shut. A \$250.00 charge will be charged to you or deducted from your security deposit if you smoke indoors in any small chalet and \$500.00 will be deducted if you smoke in either chalets #95, 96, 1130, Žiema or Vasara or the Chalet Château.

All tenants must be **21 years old** or more unless accompanied by one or more parent.

**WIFI** connectivity is not guaranteed. Certain environmental conditions may reduce the quality of the signal.

### **The lessee obliges himself:**

1. To allow the management to make emergency repairs and improvements on the dwelling during the rental period.
2. To use the premises for **resort purposes only** and not for the purpose of a noisy party. Chalets Lac à la Truite reserves the right to expel unruly, loud and disruptive occupants without reimbursement and or to withhold the security deposit if this should happen.
3. **Not to play any music outdoors** and to keep noise at a reasonable level indoors
4. To allow the inspection of the premises at reasonable hours during the present lease.
5. **Not to sublet** nor transfer his interest in the present lease without the consent of the lessor.
6. **To return dwelling keys** to the office or in the key drop-off box by the office. \$25 per unreturned key will be charged through the security deposit.
7. **Not to bring or navigate any private boats (row boat, kayak, canoe, paddle board, etc) nor any motor** on lac a la truite besides those available for rent from Chalets Lac à la Truite.

### **Cancellations Policies (for all chalets except Chalets #1130, Žiema, Vasara and the Chalet Château:**

-Cancellations (by email) must be made at least **21 days prior** to the scheduled arrival date, in which case the deposit (of 50% of the total rental costs) will be refunded (minus a cancellation fee equivalent to 10% of the total rental costs).\* Instead of a refund, tenants can choose to apply the full deposit amount (without any cancellation fee) towards a future reservation (to take place within 2 years of the original reservation)\*.

-Reservations cancelled (by email) between **14 and 20 days** prior to the scheduled arrival date are not eligible for a refund of the 50% deposit. Tenants can choose to apply the deposit amount (minus a cancellation fee equivalent to 10% of the total rental costs) towards a future reservation (to take place within 2 years of the original reservation)\*.

-Reservations cancelled (by email) between **48 hours and 13 days** prior to the scheduled arrival date are not eligible for a refund of the 50% deposit. Tenants can choose to apply the deposit amount (minus a cancellation fee equivalent to 25% of the total rental costs) towards a future reservation (to take place within 2 years of the original reservation)\*.

-No-shows and reservations cancelled (by email) within **48 hours** of the scheduled arrival date are not eligible for a refund of the 50% deposit and are subject to a cancellation fee of 50% of the total rental costs (the full deposit amount).

### **\*Reservations for summer, Christmas and New Year period, schoolbreak and long weekends:**

Cancellations made (by email) less than 21 days prior to the scheduled arrival date will be subject to a cancellation fee of 50% of the total rental costs (the full deposit amount). No credit or refund will be issued for late arrivals, early departures or unused services.

## **Cancellations Policies for Chalets #1130, Žiema, Vasara and the Chalet Château:**

—Cancellations (by email) must be made at least 90 days prior to the scheduled arrival date, in which case the deposit will be refunded (minus a cancellation fee equivalent to 10% of the total rental costs).\*

—Reservations cancelled (by email) between 60 and 90 days prior to the scheduled arrival date are not eligible for a refund of the deposit. Tenants can choose to apply the deposit amount of 50% (minus a cancellation fee equivalent to 25% of the total rental costs) towards a future reservation of the chalet #1130, Žiema, Vasara or Le Château Chalet (to take place within 2 years of the original reservation)\*.

—Reservations cancelled (by email) less than 60 days prior to the scheduled arrival date or where tenants fail to show on the scheduled arrival date will not be eligible for a refund of the deposit and are subject to a cancellation fee of 50% of the total rental costs\*.

### **\*Reservations for summer, Christmas and New Year period, schoolbreak and long weekends:**

Cancellations made (by email) less than 90 days prior to the scheduled arrival date will be subject to a cancellation fee of 50% of the total rental costs. No credit or refund will be issued for late arrivals, early departures or unused services.

### **The fitness centre Le Soleil and the shared spas**

Open from 8:00 am to 11:00 pm

The **shared spas, steam room** and **gym** are for people **16 years and older only**

Bring your bathing suit and your robes!

Looking forward to welcome you!