

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

**WARNING: We cannot accept a clientele infected with COVID-19 or showing symptoms of it. In case of cancellation due to this situation, the cancellation policies will be applied.**

**NOTE: For chalets #1130, Vasara, Žiema and chalet Chateau, following the government's restrictions, we can only accept bookings of 6 people maximum including children. No visitors allowed at any time neither indoors or outdoors.**

To reserve, a deposit of 50% is required payable by Visa, MasterCard (cash or debit 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 was made to be present at check-in with Picture Identification (ID) to proceed with registration, sign the necessary documents, pay the balance and pay the security deposit.** You will then be given the key to the chalet. We cannot allow clients of the said tenant to enter the chalet if these conditions are not met. The balance and the security deposit may, however, be paid by a third party while the tenant is present at check-in.

**At check-in you will also be required leave a security deposit** in the amount of **\$250** for chalets: #43, 44, 49, 85, 86, 87, 88, 91, 92, 93, 94; **\$500** for chalets: Ežeras, #48, 81, 83, 95, 96; **\$1000** for chalets: #1130, Žiema or Vasara; **\$2000** for the Chalet Château payable either by Visa, MasterCard, Cash or Interac (debit). **All security deposits will be either unfrozen (if left by credit card) or refunded by check and mailed (if left in the form of cash or by debit);** 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 (approximately between 2 and 7 days after your departure). Any damages to the property or charges exceeding the value of the security deposit shall be charged to the credit card left for this purpose upon presentation of proof.

**Check-in time: 4:00 p.m. to 6:00 p.m. (4:00 p.m. to 9:00 p.m. on Fridays) (Chalet Château from 5:00 p.m.)**

**Check-out time: 11:00 a.m.**

**Penalty fees for late check-out without at least 24 hours' notice: \$35/hr** for chalets #43, 44, 49, 85, 86, 87, 88, 91, 92, 93, 94; **\$50/hr** for chalet Ežeras, #48, 81, 83, 95, 96; **\$75/hr** for chalet #1130, Žiema & Vasara; **\$150/hr** for chalet Chateau. This amount will be deducted from your security deposit. Plus applicable taxes.

**~~NOT POSSIBLE FOR THE MOMENT: With a minimum 24 hours' notice requesting to check in early or check out late, additional fees will apply as follows: \$20/hr~~** for chalets #43, 44, 49, 85, 86, 87, 88, 91, 92, 93, 94; **~~\$35/hr~~** for chalets Ežeras, #48, 81, 83, 95, 96; **~~\$50/hr~~** for chalets #1130, Žiema and Vasara; **~~\$100/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. Plus applicable taxes.

**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.

**Pets:** 1 or 2 small (20 lbs or less) dogs over 1 year of age are 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** per night per dog will apply plus applicable taxes. 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. However, if you are residing in a duplex, you must smoke at a distance of 9 meters or more. A **\$250** charge will be charged to you or deducted from your security deposit if you smoke

indoors in any small chalet and **\$500** will be deducted if you smoke in either chalets Ežeras, #81, 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. **The Château chalet is for families with children only and not for groups of young people aged 25 and under.**

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

**The lessee obliges himself:**

1. To allow Chalets Lac à la Truite 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. Plus applicable taxes.
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.
8. **Not to use or bring any BBQ** other than the one provided by Chalets Lac à la Truite.

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

Cancellations (by email) must be made at least <b>21 days prior to the scheduled arrival date</b> , 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 cost). * 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)*.	If cancellations (by email) are made between <b>72 hours and 20 days prior to the scheduled arrival date</b> a fee equivalent to 25% of the total rental cost will be charged and the remaining 25% of the deposit will be applicable towards a future reservation (to take place within 2 years of the original reservation)*.	No-shows or reservations cancelled (by email) within <b>72 hours of the scheduled arrival date</b> are subject to a cancellation fee of 50% of the total rental cost (the full deposit amount)*.
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**Cancellation Policies for Chalets #1130, Žiema, Vasara and the Chalet Château:**

Cancellations (by email) must be made <b>at least 90 days prior to the scheduled arrival date</b> , in which case the deposit will be refunded (minus a cancellation fee equivalent to 10% of the total rental cost)*.	Reservations cancelled (by email) <b>between 60 and 90 days prior to the scheduled arrival date</b> a cancellation fee equivalent to 25% of the total rental cost will be charged and the remaining 25% of the deposit will be applicable towards a future reservation of one of the large chalets; #1130, Vasara, Žiema or chalet Chateau (to take place within 2 years of the original reservation)*.	Reservations cancelled (by email) <b>less than 60 days prior to the scheduled arrival date</b> are subject to a cancellation fee of 50% of the total rental cost (the full deposit amount)*.
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**\*No credit or refund will be issued for late arrivals, early departures or unused services.**

**The fitness centre Le Soleil: indoor swimming pool and hot tub on reservations only.**

Open from 9:00 am to 6:00 pm. The **hot tub** is for people **16 years and older only even if accompanied by an adult.** The gym and steam bath are still closed.

*Bring your own beach chairs, beach towels, bathing suits and your robes!*

*Looking forward to welcoming you!*

*October 1<sup>st</sup>, 2020*