

Resort Policies, rules and conditions:

To reserve, a deposit of 50% is required payable by Visa, MasterCard or E-transfer (cash or debit if in person). The balance is payable upon 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 the credit card used and driver's license to proceed with registration, signing the necessary documents, paying the balance and paying the security deposit. You will then be given the key to the chalet. We cannot allow friends/family of the said tenant to enter the chalet before registration is completed. 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, 85, 86, 87, 88, 91, 92, 93 and 94; **\$500** for chalets: Ežeras, #44, 48, 49, 81, 83, 95 and 96; **\$1000** for chalets: #1130, Žiema or Vasara payable either by Visa, MasterCard, Cash or Interac (debit). **All security deposits will be either unfrozen (if left by credit card) or refunded by e-transfer (if left in the form of cash or by debit);** this provided that the conditions, regulations and booking policies are fully respected (approximately between 2 to 7 days after your departure).

Failure to comply with one or more regulations indicated on the rental agreement or any damage or breakage to the property will automatically result in charges and will be charged to the security deposit. If these costs are higher than the security deposit, the balance will be invoiced to the person responsible for the rental and the tenant will agree to pay the said excess without delay.

Check-in time: 4:00 pm to 6:00 pm (Sunday to Thursday) and 4:00 pm to 9:00 pm (Friday)

Check-out time: 11:00 am

With a minimum of 24 hours' notice requesting to check-in early or check-out late, additional fees will apply as follows: Unfortunately, this option is not possible between December 20th and January 7th.

\$20/hr for chalets #43, 44, 49, 83, 85, 86, 87, 88, 91, 92, 93 and 94:

\$40/hr for chalets Ežeras, #48, 81, 95 and 96:

\$95/hr for chalets #1130, Žiema and Vasara.

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. Plus, applicable taxes.

Penalty fees for late check-out without 24-hour notice:

\$35/hr for chalets #43, 44, 49, 83, 85, 86, 87, 88, 91, 92, 93, 94;

\$75/hr for chalet Ežeras, #48, 81, 95, 96;

\$150/hr for chalet #1130, Žiema & Vasara.

This amount will be deducted from your security deposit. Plus, applicable taxes.

No visitors are allowed inside, outside or between chalets at any time. No visitors on site (Le Soleil center and beach) at any time are allowed. 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:

- RESPECT THE NEIGHBOURS: NO BARKING AND NO HOWLING AT ANY TIME
- Only up to 2 small dogs of 20 lbs or less are permitted in our cottages.
- No puppies under 1 year old are accepted.
- No pets are allowed on furniture (beds, couches, sofas).
- You must pick up your animal's "poop" in order to keep the grounds clean, even in winter.
- Cats are unfortunately no longer accepted due to a significant number of people who are allergic to them. Contrary to popular belief, a cat allergy is not caused by its hair, but by its saliva and sebum. Indeed, the salivary and sebaceous glands (skin glands) of the cat secrete an allergenic substance.
- Guests must notify us in advance if they plan on bringing a pet.
- An extra charge of \$15 + tax per dog per night will apply.
- Pets are not permitted at the beach nor at the pool facilities.
- In order to keep the grounds of the reception area clean, please keep your pet in the car while checking in.

All chalets are non-smoking:

Smoking is permitted on the side of the chalet and not in front to prevent the smoke and the smell from bothering your neighbours and from coming inside during all seasons. 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.

All tenants must be **21 years old** or more for chalet 1 to 6 people and **25 years old** or more for chalets Ziema, Vasara and #1130 unless accompanied by one or more parent.

Chalets Lac à la Truite cannot be held responsible for any loss or interruption resulting from a power outage, city water supply, WiFi network or any other situation beyond its control or force majeure.

The lessee obliges himself/herself:

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**. We regret that we cannot accept bookings where the main purpose is to 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 neither sublet** nor transfer the rental 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 à 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.

For all chalet cancellations, whether or not related to covid-19, the regular cancellation policy will apply.

Cancellation Policies (for all chalets except Chalets #1130, Žiema or Vasara:

If the cancellation is made (by email) at least 21 days prior to the scheduled arrival date , the lessee is subject to a cancellation fee equivalent to 10% of the total rental cost. *	If the cancellation or change of date of stay or chalet change is made (by email) between 8 and 20 days prior to the scheduled arrival date , the lessee is subject to a cancellation fee equivalent to 25% of the total rental cost. *	If the cancellation or change of date of stay or chalet change is made (by email) within 7 days of the scheduled arrival date , the lessee is 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 and Vasara:

If the cancellation is made (by email) at least 60 days prior to the scheduled arrival date , the lessee is subject to a cancellation fee equivalent to 10% of the total rental cost. *	If the cancellation or change of date of stay or chalet change is made (by email) between 45 and 60 days prior to the scheduled arrival date , the lessee is subject to a cancellation fee equivalent to 25% of the total rental cost. *	If the cancellation or change of date of stay or chalet change is made (by email) less than 45 days prior to the scheduled arrival date , the lessee is 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.**

Le Soleil fitness centre facilities: The indoor swimming pool, steam room, gym and hot tub are accessible unless there are government restrictions or if repairs are being made. If one or more facilities are open, these are free of charge but a reservation is required for access.

Opening hours from 8:30 a.m. to 11:30 p.m.

The hot tub, gym and steam room are for people 16 years and older only even if accompanied by an adult.

Chalets Lac à la Truite cannot be held responsible for items forgotten or lost in the unit or on the site (Centre Le Soleil and/or beach). It is the Tenant's full responsibility to ensure that all of their personal belongings are collected at the end of their stay.

Bring your beach towels, bathing suits and your robes!

Looking forward to welcoming you!

Updated November 2025