

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 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 the credit card used and driver's license 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 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, 94; **\$500** for chalets: Ežeras, #44, 48, 49, 81, 83, 95, 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 and 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 p.m. to 6:00 p.m. (Sunday to Thursday) and 4:00 p.m. to 9:00 p.m. (Friday)

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

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, 85, 86, 87, 88, 91, 92, 93, 94; **\$35/hr** for chalets Ežeras, #44, 48, 49, 81, 83, 95, 96; **\$50/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 notice: **\$35/hr** for chalets #43, 85, 86, 87, 88, 91, 92, 93, 94; **\$50/hr** for chalet Ežeras, #44, 48, 49, 81, 83, 95, 96; **\$75/hr** for chalet #1130, Žiema & Vasara. This amount will be deducted from your security deposit. Plus applicable taxes.

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

- 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 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 amount of people who are allergic to them
- 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:

You can smoke outside, however, 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 winter as well as summer. 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 **25 years old** or more 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:

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 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 (by email) is made 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.*

OR, 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 the cancellation or change of date of stay (by email) is made between **72 hours 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 will be charged and the remaining of the deposit will be applicable towards a future reservation (to take place within 2 years of the original reservation)*.

If the cancellation or change of date of stay (by email) is made within **72 hours of the scheduled arrival date** the lessee is subject to a cancellation of 50% of the total rental cost (the full deposit amount)*.

Cancellation Policies for Chalets #1130, Žiema and Vasara:

If the cancellation (by email) is made 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*.

OR, tenants can choose to apply the full deposit amount (without any cancellation fee) towards a future reservation of one of the large chalets; #1130, Vasara or Žiema (to take place within 2 years of the original reservation)*.

If the cancellation or change of date of stay (by email) is made **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 will be charged and the remaining of the deposit will be applicable towards a future reservation of one of the large chalets; #1130, Vasara or Žiema (to take place within 2 years of the original reservation)*.

If the cancellation or change of date of stay (by email) is made **less than 45 days prior to the scheduled arrival date** the lessee is subject to a cancellation of 50% of the total rental cost (the full deposit amount)*.

***No credit or refund will be issued for late arrivals, early departures or unused services.**

Le Soleil fitness centre facilities: 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 11:15 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 effects are collected at the end of their stay.

Bring your beach towels, bathing suits and your robes!

Looking forward to welcoming you!

Updated July 2022