

Village de Corail
80 Avenue de Bourbon
97434 Saint-Gilles-Les-bains

Individual Phone number : 0262 242929
Fax : 0262 244102
Group Phone number : 0262 242942
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General conditions of sales : “individual”

(applicable as from June, 1 2004)

The following conditions apply to all the customers.

1. Subject of the contract

The Village de Corail places studios at the disposal of its customers and fixes the tax free prices of the provided services in accordance with the periods of the year. The different prices are written on the contracts of reservation and the request for deposit. The customer is committed to pay the price indicated on the contracts and gives his acceptance on the whole clauses of the conditions of sales defined below.

2. Scale of the prices

The prices of the different services provided by the Village de Corail are expressed in euros- per studio or per customer- in accordance with the kind of the chosen service. These prices are “tax free”. They are fixed in accordance with the studios or the customers number or the stay duration...The customer could receive an offer or an estimate describing all these different parameters if he makes the request. The tariffs used when the estimate or the offer is established are fixed as soon as the guarantee of the reservation is received. If the pre-payment – which confirms the reservation- is not made, our prices could be modified in accordance with the economical conditions or the regular dispositions.

3. Prices review

The VAT (value-added tax) and local taxes increase and the institution of these last taxes appeared after the signature of the contract of reservation and applicable to the concerned services will automatically be passed on the agreed prices.

4. Conditions of sales

❖ Guarantee of reservation

In order to guarantee a reservation, the customer must make a pre-payment of 25% of the inclusive total amount of the services- subject of the reservation. Moreover, he must have paid the balance of his stay expenses four weeks before his arrival. If the reservation is made less than 30 days before his arrival, the customer must pay the total of the bill when he confirms his stay.

After the times indicated above and if the payment of the deposit and/or the balance is not made, the Village de Corail will consider the reservation as cancelled and place the concerned studio (or studios) at the disposal of the sales. Moreover, the cancellation conditions quoted below will be able to be applied.

❖ **Confirmation of reservation**

The reservation is only confirmed when the customer written confirmation and the pre-payment- defined above - are received.

❖ **Change of reservation**

Any modification- concerning the quantity or the dates and so forth...- of the first guaranteed reservation must be the object of a customer written message precising the new requests. Moreover, a written express acceptance of the institution is necessary. Such a request of modification cannot intervene within a time lower than 10 days before the arrival envisaged.

❖ **Methods of cancellation**

Any cancellation-even partial- must be written either by fax or by registered letter. If it arrives at the Village de Corail:

- within a time of more than 45 days before the date of the arrival, it leads to an invoicing accounting for 5% of the total amount of the reserved services.
- between 45 days and more than 30 days before the date of the arrival envisaged, it leads to an invoicing accounting for 25% of the total amount of the reserved services.
- between 30 days and more than 72 hours before the date of the arrival envisaged, it leads to an invoicing accounting for 50% of the total amount of the reserved services.
- Less than 72 hours before the date of the arrival, it leads to an invoicing accounting for 100% of the total amount of the reserved services.

If it deals with a without notice cancellation or any cancellation in the course of stay, it leads to an invoicing accounting for 100% of the total amount of the reserved services.

❖ **Services**

The responsibility for the Village de Corail cannot be committed in the event of services reduction due to some elements independent of its will (breakdowns, cuts of water or electricity...). No compensation could be claimed. The additional services rising from an involuntary prolongation of the stay (cut road, cyclone...) are the responsibility of the customer.

❖ **Penalties of delay**

In the event of going beyond of the term of payment indicated on conditions of sale, the Village de corail reserve the right to apply penalties of delay at the rate of once and half the legal rate of interest, calculated with prorata temporis to the total amount net of tax of the concerned reservation.

❖ **Guarantee**

A guarantee will be asked to the customer at the beginning of the stay. This guarantee includes the broken windows or the loss of material and the cleanliness of the studio. It will be give you again at the end of stay, when the possible deduction of the cost of the material broken, deteriorated or lost and-in the event of degradation of the studio- of a fixed price for the household will be made.

Additional guarantees can be required when bicycles, mobile phones, bath sheets or access cards to internet are hired.

❖ **Parking**

The Village de Corail places free but non supervised parkings or sites at the disposal of its customers. The Village de Corail declines any responsibility in the event of flight or vehicles degradations.

❖ **Complaints**

Any contestation or complaint will be taken into account only if it is formulated in writing and addressed to the headship of the institution within 8 maximum day after the end of the service (*or the demonstration*).

❖ **Prohibition**

Using barbecue machines and/or gas machines and bringing additionnal mattresses are strictly forbidden. The tenants must only use the material provided with the studio. Animals and sound systems (radios with a high volume) are strictly forbidden within the Village institution. The other tenants'quietness has also to be respected. Any violation of these rules could lead to the expulsion of the tenant (s) without compensations and refund.

❖ **Litigations and applicable Law**

Any disagreement concerning the interpretation or the execution of the mentioned conditions and the acts which are their continuation or their consequence and which could not have been the subject of an amicable agreement, will be carried in front of the Saint-Denis Commercial Courts- Reunion Island.

The present contract is under the French law.

Date:.....

Place of the drawing up of the contract:.....

Customer 's name and signature:

Name, signature and stamp for
The Village de Corail :

Enclosures : the contract of the reservation and/or the request for deposit