



House Rules

Welcome to Valley Lodge! Please read and follow the house rules below. Failure to comply with these rules may result in deductions from your deposit.

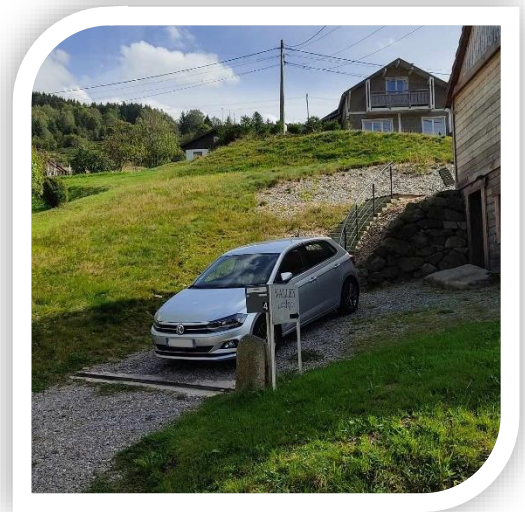
If any incident or damage occurs, please contact us immediately by text or e-mail. Please do not wait until you leave to let us know. This will allow us to remedy the problem as soon as possible!

Please respect your neighbours and the property

- Please maintain a **reasonable noise level** at all times (day and night). Only use the washing machine between 9am and 8pm.
- **Parties and gatherings are not allowed** at Valley Lodge. *Only people in the booked group* may stay in the apartment.
- Please **do not remove any linen or towels** from the apartment. They are intended for use in the apartment only. The towels are counted before and after each stay.
- Always **remove your shoes before going upstairs** to avoid damaging the wooden floors.
- **Do not try to open the locked cupboard in the playroom** as it contains private equipment.
- Please **use water and electricity sparingly**. Remember to turn off lights, appliances and taps when you aren't using them.
- **It is strictly forbidden to recharge an electric vehicle.**
- **Non-recyclable waste** must be placed in a **rubbish bag**.

Parking

- This picture shows your **private parking area**. Please don't park anywhere else.
- We suggest that you **park in reverse gear** as it is easier that way.



Safety

- **Smoking inside the apartment is strictly forbidden.**
- **Do not put anything on the electric heaters**, including clothes or accessories to dry, due to the risk of fire and damage (resulting in a deduction from your deposit). Please use the **drying rack** instead.

- **The towel dryer is designed exclusively for drying cotton towels.** Never use it to dry gloves or other synthetic clothing, as these will melt and damage the metal.
- **Do not use candles** inside the apartment.
- The electricity fuse box is in the cupboard under the stairs. Please do not touch it unless there is a power cut, which is unlikely.
- Always turn off the hob and other electrical appliances after use.
- Only appliances available on site may be used (e.g. **deep fryers are prohibited**).

Rubbish and waste sorting

- There are **three sorting bins** under the sink. The first one contains a bag for organic (food) and non-recyclable waste, and the other two are for recycling (see labels on the bins). **Only "clean" recyclable waste**, i.e. without food residues, spills, strong odours, etc., should be placed in the sorting bins. You can put the aluminium Nespresso pods in the glass jar next to the coffee machine.
- If your bin bag is full, tie it up and place it in the **black container** in the parking area. When the recycling bins are full, empty them into the corresponding **bins in the storeroom**.
- For reasons of hygiene and safety when we empty the container after each stay, **please always put your rubbish in a bin bag** before throwing it into the black container (including cigarette butts).

Patio and garden

- **Smoking is not permitted** in the apartment. You may smoke outside; **please use the ashtray** provided on the patio.
- You will find a BBQ and some accessories in the apartment in the cupboard near the front door. Please **use it on the black table on the patio only**. Please clean it and put it back after use.
- When the **patio door shutter** is open, please secure it to the outside wall and in the hole in the decking. Please use the latches when you close it.
- When the weather is bad, please **close the parasol** (with the tie secured) and put the outside cushions in the beige storage unit on the patio.

Heating and airing

- The apartment is equipped with wifi-connected electric radiators with pre-set day and night programmes. When the radiators are on, they are set to a base temperature of 19°C during the day. You can increase the temperature to a maximum of 21°C (20°C in the bedrooms) if required using the control panel on each radiator.
- When the radiators are on, please **do not leave the doors and windows open**. Don't air the apartment for more than a few minutes in the morning and/or evening to avoid heat loss; the built-in ventilation system ensures the continuous renewal of air.

- In the event of high temperatures, you can **keep the apartment cool** by: opening the windows in the evening, at night and early in the morning; closing the shutters when they are in direct sunlight; closing doors and windows when it is hotter outside than inside, etc.

Pets

- Your dog is welcome to stay in the apartment on the condition that **you inform us in advance** and pay the corresponding surcharge. The extra fee will cover deep cleaning at the end of your stay to protect guests with allergies.
- **Dogs are not allowed upstairs.** Please use the **retractable gate** at the bottom of the stairs if necessary.
- Please **don't let your dog climb on the furniture**, including the sofa.
- Please **supervise your dog at all times** when it is outside and keep it on a lead if necessary.
- Poop bags are provided. **Do not leave your dog's waste** in the garden or on the patio.

Wifi and online services

- You can use the *Valley Lodge* wifi connection. **It is strictly forbidden to engage in any illegal activity on this network** (illegal downloading, etc.). in case of illegal activities on our network, we will take the necessary actions against the responsible party.
- Netflix is provided with the video projector and television: **please use the "Valley Lodge" Netflix account only.** If you want to use other paid services such as Amazon Prime or Disney+, you will have to **use your own credentials** (don't forget to logout when you're done.).
- **Please note that any malfunction or disruption of the Internet connection is beyond our control and no refunds will be issued.**

Departure

We will take care of the cleaning, but the apartment must be **ready to be cleaned** when you leave it. Before you leave, please make sure you do the following:

- **Tidy** the apartment
- Put all your **rubbish in the appropriate bins**
- Put **dirty towels** and kitchen linen in the **bathroom laundry basket**. There is no need to strip the beds; we will take care of it.

- **Empty the refrigerator** and throw away or take with you the part-eaten food and drinks you brought
- **Do the dishes** and/or empty the dishwasher and put the dishes away
- **Clean the cooking appliances** you used (soup maker, raclette grill, etc.)
- **Close the windows and the parasol** (secured with the tie)
- **Check that no taps are running and that no lights are on** (especially on the patio)
- **Lock the storeroom.**
- If we are not there when you leave, **lock the front door and put the keys in the key box.** Don't forget to turn the number dials to relock the box.
- **Please let us know that you are leaving** so that we can organise the cleaning.

Other

- As the renter, you acknowledge that the premises are only rented to you as a temporary residence on the specified dates. The rental period cannot be extended without our prior written consent.
- The cancellation conditions of your booking apply in all circumstances. We suggest that you take out travel insurance in case you wish to claim a refund if you shorten your stay or cancel at the last minute.
- A deposit of €600 is required for all rentals, except on Airbnb. A bank preauthorization is automatically performed 7 days before your arrival and cancelled if no damage is found after your departure. The deposit can also be paid by bank transfer, at least 7 days before your arrival.
- You are liable for damage due to your negligence or poor maintenance of the property during your stay and the cost of repairs may be deducted from your deposit.
- If an item is missing or damaged, we may deduct its replacement value from your deposit.
- There is some food in the kitchen that you can use (salt, sugar, etc.). Although we are very careful, always check the expiration date before eating anything.
- If necessary, we (the owners) or any third party mandated by us may access the property (indoor and outdoor) to carry out repairs or an urgent inspection for the safety of the occupants. We will inform you in advance if we intend to visit.
- We may come to the apartment to access the storeroom occasionally during your stay, in particular to empty the bins. The storeroom is completely independent of the apartment and accessible from the outside only, so this should not cause you any inconvenience.
- For security, reservations may not be made by a third party. Only the person identified on the booking site may collect the keys. We may ask to see identification documents to prove the identity of the guests, and refuse access to the cottage if their identity is not proven.

- - Any person whose presence has not been indicated prior to arrival will be refused access to the apartment until their situation has been regularised (immediate payment of the tourist tax, etc.), and only if their presence does not bring the total number of occupants to more than four. If the number of occupants exceeds four, access to the additional person(s) will be systematically refused and the reservation may be cancelled without notice.
- Valley Lodge is a residential holiday let and may not be used for any other purpose. The exercise of any trade, profession or industry is strictly prohibited. We have the right to cancel any reservation that violates these rules, without notice or refund.