



“Sainte Catherine”- Vacation Rental in Avignon, FAQ

Apartment location, furniture, contact:

Where is the apartment located?

The apartment is located in the core of the historic center of Avignon, within the city walls, with restaurants, markets, the pedestrian area and the main attraction sites just a few steps away (Pope’s Palace – 250 m).

The train station /TGV station shuttle and the central, regional bus terminal is approx. a 15 min walk.

What does it include?

- Refrigerator
- Toaster, Coffee maker , Kettle
- Crockery and flatware
- House wares and cooking utensils
- Knives and carving board
- Induction cook-top
- Iron and ironing board
- Vacuum cleaner
- Cable television
- wireless access
- Hairdryer
- Microwave
- Hifi w/CD player
- Washing machine
- Air conditioner
- Linens and towels

Note:

- Essential goods like toilet paper, soap, cleaning products, condiments etc. are provided. It is appreciated that what has been used be re-stock by the guests upon departure.
- A detailed inventory can be provided beforehand, and a “walk around” is performed upon your arrival.

Layout:

The apartment (~35 m²) is made of:

- A small entrance
- Living room and kitchen
- Separate bedroom
- Bathroom
- Laundry

Each room has its own window, with double-glazing.

Where can I park my car?

There are several options:

- At the "Parking des Italiens": This large parking is located outside the walls, a fifteen minute walk from the apartment (Porte Saint- Lazarre). It is free and monitored. There is a shuttle that connects the parking to the city center (the closest stop is about 5 minutes walk) every 10 minutes.
- In the street: it is usually possible to park in the streets around the apartment. Depending on the time and day of arrival, however, you might have to "turn" a bit before finding an available parking. Note: most parking spaces in Avignon Intra-muros are metered (except Sunday and nights) .
- In one of the many private car parkings. The closest are the "Parking des Halles" , Place Pie, or the "Parking du Palais des Papes" - about 6 minutes' walk from the apartment.

Who are the owners?

We are not a real-estate agency but just a couple of private individuals living in Avignon for several years now, willing to share with our guests our passion for the beautiful places and the gentle way of life we've discovered here in Provence.

We are living in a small village on the other side of "the Rhone" river, about 15 min by car from Avignon.

Contact:

Direct line: +33 6 63 75 06 08 or +33 6 79 23 10 46 - Email: locationavignonim@yahoo.fr

Website: www.orxdev.com/location

Arrival, stay and departure

What is the minimum stay?

The apartment is usually rented from Saturdays to Saturdays, for a week, but longer or shorter stays are also possible, under certain conditions and at a special rate.

Monthly rentals are permitted by law for maximum 2 months.

Where will we get the keys?

We are giving you the keys upon arrival, during the check-in. If easier, we can also agree on another meeting point and come to the apartment with you. We'll provide 1 or 2 keys depending on the numbers of guests, and will get the keys back upon departure.

When can we arrive / depart?

Arrivals should normally be between **3pm and 8 pm**, the apartment should be vacated at 11 am to allow for cleaning. All agreements in relation to this should be discussed with us prior arrival.

Who will meet us at the apartment?

We will welcome you at the apartment, where we will give you the keys, proceed together to the “walk around” and answer all questions you may have.

Important:

The next sections about Booking/Payment/Cancelation policies do not apply if you decided to book directly via a vacation rental website.

They are taking care of the entire process, and their own terms and conditions apply.

Direct Booking

The firm booking confirmation is subject to the receipt of a written confirmation by email that the signed rental contract has been received, and the down payment cashed*

** for late bookings, please check on the specific conditions applicable under the « how much should I pay to confirm the booking” chapter.*

Prices and Payments

Are the prices per person or for the apartment?

Prices shown are per apartment per night. The price is not affected by the number of people staying in the apartment, but it has a capacity of 3 people max, and may not be booked for greater numbers without our consent.

What does the price include?

Is included :

- Exclusive usage of the apartment for the duration agreed upon per the rental contract
- Water, Power supply
- Linens and towels (1 set x # of guest x week)
- Internet Access (Ethernet, wireless) + TV multi-channels + radio, recording and games.
- Home phone (incoming and outgoing calls **cf.** conditions provided upon your arrival)
- Local tourists tax

Is NOT included :

- End of stay cleaning charge
- Extra cleaning option – Upon request

- Security Deposit, not cashed, refundable.

How much do I pay to make the booking?*

To make a booking you'd have to pay a down payment of 30% of the total charge. This is non-refundable. It can be processed either via Paypal, bank wire or money transfer.

How and when do I pay the rest of the money?*

You can of course pay the remaining payment before arrival, but most of our guests chose to pay on arrival in cash (Since we are not a real estate agency, we are not entitled to accept credit card payment).

For rentals over 30 days - first payment for 30 days must be paid on or prior to arrival. Payments thereafter may be made every 30 days on the first day of each 30 day period.

For booking demands less than 20 days before arrival, you'll be asked to pay for the full amount of your stay.

What is the amount of the deposit I have to pay on arrival?

On arrival you will be asked for 250 euros for weekly rental, 350 euros for bi-weekly rentals and 500 € beyond this, as a deposit against damage made during your stay. This normally should be in cash, and will be returned in full when you leave the apartment, assuming it is undamaged of course!

Cleaning and services

Are bed linen and towels provided in the apartment?

Bed linen and towels are provided at no extra charge, but they will not normally be changed or cleaned during your stay. If your stay is for more than 7 nights, we will normally provide one change of sheets and towels free of charge during the stay. We'll of course be as flexible as possible should you need one more towel or so during your stay!

Is there an extra charge for cleaning? How often is the apartment cleaned?

There is a charge of 30 or 50 € - depending of the duration of your stay - for cleaning.

Unless otherwise specified, the apartment is cleaned between guests only. It will be clean when you arrive, but it won't be cleaned during your stay, during which you are responsible for the cleanliness of the apartment.

When you depart, we expect that the apartment is left in correct **state** of cleanliness.

Cancellation/change Policy

Can we modify the dates afterwards?

We always seek to find the best possible arrangement to meet your expectations. From the third modification request, we may have to charge a 15 euros fee per the extra administrative workload incurred, though.

Change of the duration of the stay, if longer, is subject to availability. For a shorter stay, if the request occurs less than 40 days before the arrival date, you're be subject to a cancelation fee of 10% of the portion of the

payment related to the decrease in value. However, if we can find a tenant in your place during the same reservation period, a refund can be granted.

What is your cancellation policy?

When booking the apartment you pay a downpayment of 30%, which is not refundable.

We are taking all possible precaution to prevent any surprise on your side in making sure you are provided beforehand with a full and transparent description of the apartment, its state and equipment. Therefore, there are no refunds during or after your stay.

For a cancellation with a notice shorter than 40 days of arrival date, you will be subject to a cancellation fee from 20% to 30% of the rental. However, if we can find a tenant in your place during the same reservation period, a refund can be granted.

IMPORTANT : Secure your vacation and enjoy peace of mind for your whole stay!

Residents in France are due by law to have a public liability insurance (assurance responsabilité civile) which is usually included in home insurance or available as an add-on. This covers them if they damage another person's house.

Please check on your coverage for vacation rental.

Travel insurance is usually reasonably priced (2 to 5% of the trip cost). We strongly encourage you to purchase one so you are covered for anything that may occur during your stay, and also enable you to find some comfort with this added protection in case you'd have to shorten or to cancel your stay.