

Résidence hôtelière La Paudèze

GENERAL CONDITIONS AND INTERNAL RULES OF THE RESIDENCE HOTELIERE LA PAUDEZE

PRESENTATION: The management is free to not admit guests wearing inappropriate clothing whose conduct is noisy or uncivil, and who behave in a way that contravenes public decency and order.

PAYMENT: The apartment rate is per day and due in advance through the online booking system (www.residence-lausanne.ch). In the event of dispute, the Court of Lausanne, Switzerland, shall be deemed to be competent. We accept the following cards: Visa, Eurocard-MasterCard, American Express, Diners. Please contact Résidence Hôtelière La Paudèze over the website to enquire about long stays and special rates (www.residence-lausanne.ch).

APARTMENTS: The apartments are rented for the number of guests stated as per the following accommodation types:

- Apartment type 1: Maximum 4 guests
- Apartment type 2: Maximum 2 guests

In the event of failure to comply with this rule, the Résidence reserves the right to charge the liable guest CHF 50/night per additional person. The Résidence shall debit the guest's credit card.

DAMAGE: In the event of damage to internal and external fixtures and fittings, deterioration or theft (linen, kitchen equipment or other items), the Résidence reserves the right to charge guests by immediately debiting their credit card for the full repair or replacement amount.

EARLY CHECK-OUT: No refund shall be provided. Even where guests leave early, the stay must be paid totally. Late arrivals or early departures shall in no way give rise to a refund.

CANCELLATION TERMS AND CONDITIONS: Free cancellation up to 48 hours in advance. After this, the Résidence shall charge a deposit fee or the price of the first night to guests' credit card. Depending on the circumstances, free cancellation may be extended from 5 to 30 days.

APARTMENT ACCESS: The apartments made available to guests are checked and in good working order. Occupying an apartment therefore means guests acknowledge the inventory and the condition of the fixtures and fittings. Guests are kindly asked to immediately notify our booking office regarding any discrepancy.

Rooms are available from 3pm and check-out is before 11am. A supplement shall be charged for late check-outs between 11am and 2:30pm or for early check-ins before 3pm, as per the rate terms. An additional night shall be charge for check-outs after 2:30pm. To keep the apartment for an additional night, the booking office must be informed before 11am on the same day, subject to availability (checked over the bookings website). The apartment is designed for a certain number of guests in order to guarantee the safety rules in force at the Résidence. No additional guest should be accommodated.

PROHIBITIONS: Guests are reminded that smoking is not allowed in any public spaces. Smoking is also forbidden in the apartments for safety and comfort reasons (failure to comply will lead to a charge of CHF 90/night).

ANIMALS: Only small dogs are allowed subject to the following conditions: they should be kept on a lead in all communal areas in the residence and taken off the premises to do their business. They

must not be left alone in the apartments. In the event of damage to the apartment, the repair costs shall be billed to guests. The cost for a small dog is at CHF 30 / day.

DAMAGE / DISTURBANCES: We kindly ask guests to respect the area as well as the apartments. In the event of damage, guests shall be held liable. During your stay, an electronic passcode sent to your mobile after payment for the apartment will provide free access to the main entrance of the residence and the apartment. If lost, please contact the booking office.

Please do not disturb other guests' rest, make sure not to slam doors or make too much noise, especially between 9pm and 9am. Any domestic noise linked to guest behaviour or that of their pet may lead to Management requesting the guest leave the establishment.

THE INTERNAL RULES: of the building apply to all guests. Any stay here represents acceptance of the conditions.

WHERE GUESTS FAIL TO COMPLY WITH ONE OF THESE PROVISIONS, THE RESIDENCE WILL BE OBLIGED TO ASK THEM TO LEAVE THE PREMISES.