

General Terms and Conditions

1. Conclusions of the Agreement and payment terms

The Agreement between the Lessee and the Lessor shall be deemed to have been concluded when the amount due as rent stipulated in the Agreement is received by the Lessor. If the amount is not received by the Lessor on the date specified, the Lessor may dispose of the subject matter of the lease in another manner without any requirement to give notice or pay compensation.

2. Term of the lease

The term of the Lease may not be extended without the express authorization of the Lessor. The parties expressly preclude any tacit renewal pursuant to Article 266 of the Swiss Code of Obligations.

3. Utility costs

Utility costs (including electricity, gas, heating, etc.) are included in the rent insofar as expressly provided for in the Agreement. The rent shall not include costs which have been clearly itemized, and which should be settled separately.

4. Transfer of the subject matter of the lease - claims

The property leased shall be transferred to the Lessee in a good state of repair and in accordance with the Agreement. If damage is noted upon transfer of the leased property or if the inventory is incomplete, the Lessee shall be required to inform the person responsible for the keys/Lessor immediately. If this does not occur, the property leased shall be deemed to have been transferred in a perfect state of repair.

If the Lessee takes possession of the property leased late or fails to do so, the full amount of the lease shall remain due.

5. Regulations governing occupancy

The premises are leased as holiday accommodation and may not be used for any other purpose. The Lessee may not sublet the property unless express consent has been requested from the Lessor.

Should the Lessee wish to reside with aged or disabled individuals or persons suffering from allergies he shall be obliged to obtain information regarding access facilities, configuration or equipment before concluding the Lease.

The Lessee shall be required to use the property leased in a careful manner, to respect the internal regulations and to give due consideration to other residents in the property and to neighbors.

The person responsible for the keys/Lessor must be informed immediately of any damage or any other relevant matter.

The leased property may not be occupied by more than the maximum number of people specified in the Lease.

The Lessee shall be required to ensure that other co-lessees comply with the terms of this Agreement.

If the Lessee or a co-lessee commits a clear breach of his duty to exercise care when using the leased property or if the latter is occupied by several persons more than the maximum number specified in the Agreement, the person responsible for the keys/Lessor may terminate the Lease forthwith without any compensation.

6. Animals

No animals are permitted unless authorized in writing.

7. Visits to the premises

The person responsible for the keys/Lessor reserves the right to visit the premises leased at any time subject to agreement with the Lessee.

8. Return of the property leased

The leased property must be returned upon expiry of the Lease in perfect order and in accordance with the departure inventory. The Lessee shall be required to pay compensation for any damage or items missing from the inventory.

9. Advertisement of mistaken price

In the event that the price advertised and paid is manifestly the result of an advertising error or a calculation error by the booking system, the Agency may cancel the booking within 48 hours (during business days) after the booking was made at no cost for the Lessee. Should this occur, the Agency shall furnish proof of its good faith, and the Lessee may not demand implementation of the Agreement.

10. Cancellation

Cancellation terms are provided to you by the Agency / lessor mentioned in the details of the rental property.

If such a guarantee is included in the rent, it shall allow the Lease to be cancelled in cases involving force majeure: illness, serious accident or death of the Lessee, a direct descendant or ascendant, parents in-law or significant damage caused to the Lessee's property which urgently requires his presence at home (as attested by a medical certificate or other official document which shall be submitted).

The insurance shall not apply to illnesses or accidents occurring prior to the conclusion of the Lease. Cancellation must be intimated to the agency within 48 hours of the time the reason for cancellation started

to apply. If the cancellation of the lease is agreed to by the agency, it shall reimburse the amount received to the Lessee after deduction of the insurance premium.

If a force majeure occurrence (such as environmental disasters, acts of God, measures adopted by the public authorities, sale of the accommodation, etc.) or an unpredictable or inevitable event prevents the lease or the continuation thereof, the Lessor shall be authorized (though not obliged) to offer a comparable property to the Lessee and shall not be liable to pay compensation or interest. If performance cannot be made in full or in part, the amount paid or the relevant part thereof shall be reimbursed, and no liability for compensation or interest shall be incurred.

The general conditions of the agency / lessor take precedence over those of Rentalp.

11. Group bookings

It is essential that the prior agreement of the Lessor be secured for bookings for more than one property for groups. If no such agreement is secured the Lessor may cancel the bookings.

12. Liability

The Lessor shall attend to the booking and the proper implementation of the Agreement. In the event of damage other than personal injury, the Lessor's liability shall be limited to twice the amount of the rental charge if it can be established that the Lessor acted intentionally or with gross negligence. No liability shall be incurred for any breach for which the Lessee or a co-lessee is responsible, for any unpredictable or inevitable breach by a third party, force majeure or any event which the Lessor, the person responsible for the keys, the intermediary or any other person involved by the Lessor could not have foreseen or avoided notwithstanding the requisite precautions. The Lessee shall bear liability for all damage caused by himself or by co-lessees. Unless established otherwise, he shall be presumed to be liable for such damage.

13. Data protection

At the end of the stay, the Lessee receives an email containing a satisfaction survey from the lessor.

Personal data collected via this questionnaire is processed on the basis of the tenant's consent. Optional responses and failure to respond is of no consequence. The data will be transmitted only to authorized persons, who are subject to the duty of confidentiality. In no case will they be used for commercial prospecting purposes.

In accordance with applicable law, the Lessee has different rights to control his personal data (right of access, rectification, deletion, etc.) which he can exercise by contacting the Agency/lessor directly by email.

14. General terms and conditions

Any general terms and conditions which may be annexed to the contractual documents of member agents shall prevail over these terms and conditions.

15. Applicable law and jurisdiction

This Agreement shall be governed by Swiss Law. Jurisdiction shall be determined solely based on the property leased.

Martigny, april 2025

C.T.

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