

Platinum Gestion Immobilière

Rental Conditions - To read carefully

1. Booking policies – DIRECT BOOKINGS

- 1.1 Reservation deposit for direct bookings: 50% of the total amount before tax will be required at the time of booking.
- 1.2 Procedure to pay the balance of your invoice: the balance of your invoice is due 15 days prior to your arrival date by e-transfer or cheque.
- 1.3 Security deposit: a pre-authorized security deposit is required upon arrival. The deposit must be made by the responsible individual (name on the rental contract). We will not accept multiple security deposits.
 - 1.3.1 The minimum amount of the deposit will be \$2000 and will vary depending on the length of stay
 - 1.3.2 An inspection will be made by Platinum Gestion Immobilière before your arrival and after your departure. All damage or theft from your stay that result in repair or replacement costs will be automatically deducted from your security deposit. All damage exceeding the value of your deposit will be charged to the credit card on file being used for guarantee.

2. Booking policies – AIRBNB

- 2.1 All payments are processed through Airbnb directly.
- 2.2 Security deposit: Airbnb covers and protects both the host and the guest with AirCover. The host is protected for any non-respect of house rules and damage to properties.
 - 2.2.1 An inspection will be made by Platinum Gestion Immobilière before your arrival and after your departure. All damage or theft from your stay that result in repair or replacement costs will be automatically claimed to you through Airbnb directly.

3. Other policies

- 3.1. Age restrictions: Due to bad past experiences, the group average age must exceed 25 years (excluding children) to complete a rental, unless otherwise agreed upon with a team member. Failure to comply with this may result in immediate termination of this contract.
- 3.2. Guests – the number of guests must not exceed the amount indicated on the reservation without notice
 - 3.2.1. The site security department has the right to refuse any unregistered visitors and guests to the property.
- 3.3. Number of sleepers: for insurance and safety purposes, the number of individuals sleeping in the rental property must not exceed the number confirmed by the sleeping capacity of the bedrooms of your chalet including children over 3 years old.

4. Cancellation policy

- 4.1. Between 1 and 30 days prior the arrival date: no refund.
- 4.2. Between 31 and 60 days prior to the arrival date: a refund of 50% of the deposit.
- 4.3. More than 60 days before the arrival date: 15% cancellation fee on deposit
 - 4.3.1. No refund for the holiday period in December / January
- 4.4. AIRBNB & VRBO reservations - The cancellation policy you picked and agreed upon booking in Airbnb or on VRBO is the policy that will be applied and enforced.

5. Force Majeure

- 5.1. Platinum Gestion Immobilière shall not be in breach of this contract, nor liable for any failure or delay in providing the rented property from or attributable to acts, events, omissions or accidents beyond its reasonable control ("Force Majeure Event"), including but not limited to any of the following:
 - 5.1.1. Acts of God, including but not limited to flood, earthquake, windstorm or other natural disaster;

- 5.1.2. epidemic or pandemic;
 - 5.1.3. war, threat of or preparation for war, armed conflict, imposition of sanctions, embargo, breaking off of diplomatic relations or similar actions;
 - 5.1.4. terrorist attack, civil war, civil commotion or riots;
 - 5.1.5. nuclear, chemical or biological contamination or sonic boom;
 - 5.1.6. compliance with any law or governmental order, rule, regulation or direction, or any action taken by a governmental or public authority, including but not limited to imposing an embargo, export or import restriction, quota or other restriction or prohibition, or failing to grant a necessary licence or consent;
 - 5.1.7. fire, explosion or accidental damage (other than in each case, one caused by a breach of contract by, or assistance of, the party concerned);
 - 5.1.8. extreme adverse weather conditions;
 - 5.1.9. interruption or failure of utility service, including but not limited to electric power or telephony;
 - 5.1.10. any labour dispute, including but not limited to strikes, industrial action or lockouts; 6.1.11. non-performance by suppliers or subcontractors; and
 - 5.1.11. collapse of building structures, failure of plant machinery, machinery, computers or vehicles.
- 5.2. If Platinum Gestion Immobilière is subject to a Force Majeure event, we shall not be in breach of this contract provided that:

- 5.2.1. Notified the guest in writing of the nature and extent of the Force Majeure Event causing its failure or delay in providing the property;
- 5.2.2. Could not have avoided the effect of the Force Majeure Event by taking precautions which, having regard to all the matters known to it before the Force Majeure Event, it ought reasonably to have taken, but did not; and
- 5.2.3. We have used all reasonable endeavors to mitigate the effect of the Force Majeure event, to carry out its obligations under this contract to find the equivalent at our resort, or assistance to locate a similar rental property in the area.

5.3. Refunds and cancellations will be processed depending on the level of restriction and intensity resulting from the Force Majeure event.

6. Smoking

- 6.1. It is strictly prohibited to smoke inside any of Platinum Gestion Immobilière's cottages
- 6.2. According to by-law #0.01, a fine of up to \$500.00 can be incurred. Our inspection team will assess the cottage upon your departure. Any damages due to smoking indoors will be at the renter's cost.

7. Property Specific Items

- 7.1. Fireplace: Only natural wood is permitted for burning inside the fireplace. 1 bag of firewood is included for all properties with wood-burning fireplaces.
- 7.2. BBQ: available year-round with propane included.
 - 7.2.1. The cleanliness of the BBQ is crucial to avoid a fire. Please ensure you scrape and clean the BBQ grill after each use.
- 7.3. SPA & Sauna: the tenant is responsible to ensure functionality of the SPA and sauna after each use. Any unusual water, sound, smell, color, or other situation must be notified to the Platinum Gestion Immobilière team immediately for rectification.
- 7.4. Pets: pets are permitted for an additional fee of \$100 plus taxes. The Black Bear and Peaks Loft (condo) property do not allow pets.
 - 7.4.1. Platinum Gestion Immobilière reserves the right to terminate such agreement right immediately if the pet left off the leash outside

of the confines off the property, causes nuisance to neighbors or other resort occupiers, or fouls any area without that being cleaned up by the renter.

7.4.2. Any damage or additional cleaning that is required is again charged to the security deposit, card or claimed.

8. Care of the property

8.1. Our cottages are privately owned, and each owner expects clients to maintain their property in a clean state throughout your stay.

8.2. To maintain the integrity of our wooden floors, renters are required to remove all foot ware (shoes, boots, sandals, etc) after entering the house. Please leave all footwear on the tiled areas.

8.2.1. Any damage to flooring as a result of not removing foot ware will be deductible from the security deposit stated in 1.3

8.3. The property must be vacated at the end of the rental period in the condition it was let in;

8.3.1. Clean and tidy with used linens in bathtubs. Crockery, cookware, glassware, and cutlery must be in the dishwasher and started.

8.3.2. In the event that these requirements are not met, then the cost of any remedial cleaning required will be charged to and deducted from either the security deposit stated in 1.3 or otherwise charged to a credit card provided for such purpose.

8.4. Any breakage or damage to an item, the home, furniture, etc. must be notified to Platinum Gestion Immobilière immediately to avoid after-rental charges.

8.4.1. An inventory of the premises, with images, will be completed before the arrival of the tenant, and a copy will be provided to the tenant.

8.4.2. An inspection will be completed prior to arrival. The same inspection will be completed at the end of the stay to assess any damage or breakage.

9. Responsibility

9.1. The safety of children is the responsibility of the parents.

9.1.1. The lake access has no lifeguard, please be vigilant with children.

9.2. Platinum Gestion Immobilière or the house owners cannot be held responsible for any event resulting in but not limited to:

9.2.1. Resulting in death, injury, loss of personal effects, or damage whatsoever to the renter or his/her guests' personal property.

9.3. Platinum Gestion Immobilière will NOT refund a stay for any natural uncontrollable situations including but not limited to:

9.3.1. Power failure, internet interruption, water shortage, sewers failure, phone interruption

9.4. The decision to rent accommodations and utilize all facilities, appliances, canoes, internet, telephone, electrical appliances, spa, sauna, BBQ, and gas oven, are entirely at the renter's risk.

9.5. Renters are responsible for the behavior of their guests and must respect the surrounding neighbors and neighborhoods

9.5.1. Any excess noise or music is prohibited between 10:00 pm and 8:00 am.

9.5.2. No fireworks are ever permitted on-site.

10. Expulsion

10.1. Platinum Gestion Immobilière reserves the right to expel any person or group that contravenes the by-laws mentioned above, which will terminate the agreement of this signed contract

11. Privacy and Security

11.1. Platinum Gestion Immobilière is engaged to protect and secure all personal information.

11.2. Personal information contained in our records will not be sold or used by third parties for any commercial purposes

11.3. You may at any time refuse promotional communication offered by Platinum Gestion Immobilière concerning our products and services.

Rates are in CAD

All rates are subject to applicable taxes:

Quebec lodging tax: 3,5%/day • GST: 5 % (#846918969) • QST : 9.975 % (#1212083573).

I have read, understood and agree to the specific rental agreement that apply to rental with Platinum Gestion Immobilière.