

RENTAL AGREEMENT



**FLEX
IMMOBILIER**

Louez. **Profitez!**

French version
of the guide



fleximmobilier.com

1-819-987-9898

info@fleximmobilier.com



Our commitment to your flexibility and peace of mind

We understand that plans can change, which is why our payment and refund policy is designed to be flexible.

First and foremost, there is no charge for bookings cancelled within 24 hours of your booking, with the exception of last-minute bookings made up to 5 days before your scheduled arrival. So if a booking was made by accident, you have the peace of mind to change it without worry.

What's more, you can cancel up to 5 days before your scheduled arrival date for a full refund, less a fee of 10% of the total booking amount. This fee covers our administrative costs, as well as the cost of finding another tenant within a limited timeframe.

After 5 days, no refund will be possible.

This policy is designed to offer you the flexibility you need while guaranteeing the quality of our services.

All cancellation requests must be made in writing and sent to the following address: info@fleximmobilier.com. We will be happy to deal with your request promptly.

Cancellation & Payment Policy



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If we have to cancel your reservation due to non-compliance with the **Terms of use** (see following pages), the charges mentioned on the previous page will apply.

In the event of absence without prior notice, the full amount of the reservation will be charged.

In the event that unforeseen circumstances relating to the building or the sale of the property necessitate the cancellation of your stay prior to the arrival date, our liability will be limited to the reimbursement of the cost of the rental. Nevertheless, we will make every effort to relocate you to one of our other accommodations, according to your preferences.

To finalize your reservation, we offer two methods of payment:

- A. Credit card: The cardholder must be the person responsible for the rental and will assume full responsibility for the stay.
- B. Interac transfer: If you prefer this method of payment, simply contact us at info@fleximmobilier.com. Please include the following information in your message:
 - Name of accommodation
 - Dates of stay, e.g. arrival on (...) and departure on (...)
 - Number of guests
 - Your full contact details (name, address and telephone number) for billing purposes.

Cancellation & Payment Policy



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At Flex Immobilier, we make your experience simple and worry-free. Here's an overview of our payment policy, designed to offer you peace of mind and flexibility.

Reservation deposit: To confirm your reservation, approximately 50% of the total amount will be charged to the credit card provided at the time of booking. Upon receipt of this deposit, you will receive a confirmation e-mail, making your stay official. If the reservation is made 14 days or less before arrival, the full amount will be charged at the time of booking.

Balance due: The remaining balance will be charged to the same credit card 14 days prior to arrival.

Security deposit: Between 24 and 48 hours before your arrival, a security deposit of between \$500 and \$1,000 (depending on the accommodation reserved) will be held on your credit card. It is important to ensure that the necessary funds are available. This deposit is a guarantee in the event of damage, theft or non-compliance with the rules of the contract. For last-minute bookings (less than 48 hours before arrival), the security deposit will be blocked at the same time as the rental payment. The blocked amount will be released within 5 days of the end of your stay.

Cancellation & Payment Policy



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However, if damage is noted or if the **Terms of use** (see following pages) are not respected, part or all of the deposit may be withheld to cover charges, taxes included (GST and QST), and a 6% service charge will be applied. In the event of a deduction, a detailed report justifying the charges will be provided by the owner or accommodation manager. If the deposit is insufficient, a surcharge may be applied. Security deposits may be withheld in the following cases:

- Presence of an animal not declared at the time of booking
- Number of occupants greater than declared
- Excessive noise disturbing the peace and quiet of the neighborhood
- Damage to property or accommodation facilities
- Theft and/or breakage of objects
- Need for additional cleaning by the housekeeping team
- Other costs incurred as a result of non-compliance with the terms of the rental contract.



Before booking this accommodation, please read these essential rules. They are designed to ensure a positive experience for you, the owner and us.

❖ If the number of travelers during your stay exceeds the number indicated at the time of your reservation, a fine of \$100 per undeclared traveler and per day of stay will be applied. Please keep us informed of any changes in the number of travelers to ensure everyone's comfort.



❖ As a tenant, you are responsible for the accommodation and everything in it. You are also responsible for those to whom you allow access. To preserve the peace and quiet of your neighbors, we ask you to respect their tranquillity. Finally, it is important to note that the accommodation must be vacated at the end of your stay, with no right to remain on the premises.

❖ In the event of the presence of an unauthorized pet, a fee of \$250 will be charged per animal. If you have received authorization for your pet, **please refer to the pet rules** on page 10.



❖ Late check-out (after 11 a.m.) will incur an additional charge of \$50 (plus taxes and service charges). If this departure is later than 12 p.m. (noon), the additional charge will be equal to the average price per night you paid at the time of booking. The purpose of this rule is to ensure that the housekeeping team has all the time it needs to do its job properly.





❖ A minimum age is required to rent one of our accommodations. To find out more, contact us and provide proof of identity when booking.

❖ For the well-being of all our guests, if smoke odors (cigarette, vape, cannabis, etc.) are detected inside after your stay, a \$250 fee will be charged. If you wish to smoke, we ask that you do so outside and dispose of cigarette butts responsibly.



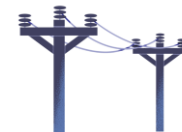
❖ In order to preserve the tranquility and condition of the premises, any excessive noise or partying on the property will result in immediate eviction, with no possibility of refund.



❖ The accommodation is intended for relaxation, vacations or business meetings. It may not be sublet or used for commercial purposes.

❖ For outside activities, we recommend that you check schedules and rates directly with the relevant authorities.

❖ We cannot be held responsible for any interruption of services (electricity, water, telecommunications, etc.) beyond our control.



❖ Access to the accommodation must be possible for inspection or urgent maintenance.

❖ Simply to ensure that our accommodations live up to your expectations, please take the time to read the entire ad and the house manual that we will send you before your arrival.





❖ We undertake to maintain the required insurance coverage throughout the rental period.

❖ We undertake to maintain a valid CITQ certificate, in accordance with the law on tourist accommodation.



❖ We undertake to provide you with accommodation in good condition: clean and with functional equipment.

❖ We undertake to provide you with the necessary consumables, as specified in the house manual sent to you before your arrival (e.g. toilet paper, tissues, soap, etc.).



❖ We undertake to assist you promptly in the event of a problem. Please note that any displacement without valid justification may result in additional charges for you, the tenant.

❖ Prices and minimum number of nights depend on the time of year and the time between booking and your stay (e.g. for last-minute bookings). Any change to the initial booking may therefore affect the price and minimum number of nights required.

❖ Please note that rules specific to your accommodation (e.g. campfire, consumables, recycling, etc.) may apply. You'll find them all detailed in the house manual, which will be provided to you before your stay.



❖ In the event of non-compliance with these conditions, the landlord reserves the right to cancel the rental immediately and evict the tenant and his/her guests. In this case, any sums already paid will be retained, and legal action may be taken to cover any damages.



Arrival time and inspection: For arrival time, please refer to the rental conditions of the selected accommodation on our website. Your personalized access code will be sent to you shortly before your arrival date. Upon arrival, we recommend that you take a tour of the premises to ensure that the accommodation is in good condition and that nothing is missing from the inventory. Should you notice any problems or missing items, please do not hesitate to contact us immediately. For your peace of mind, a support service is available 7 days a week for each of our accommodations.

Security: To ensure the protection of our premises and equipment, some of our accommodations may be equipped with external surveillance cameras. It is strictly forbidden to disconnect or modify these devices. Rest assured, no cameras are installed indoors, and none of them are aimed at filming the interior of the accommodation. Their main purpose is to ensure that the number of people present is respected, in accordance with your reservation.

Waterfront: If your accommodation is located on a lake or river, you may be able to enjoy non-motorized watercraft such as kayaks, canoes, pedal boats or paddleboards. If so, you'll be provided with life jackets, which must be worn to ensure your safety. After each use, we simply ask you to return the boats to their original location.

Flex Immobilier and the owner of the accommodation decline all responsibility for incidents that may occur during your time on the water.

Finally, it is important to note that motorized gasoline-powered craft (boats, personal watercraft, pontoon boats, etc.) are prohibited on our waterways, with a few exceptions in certain authorized accommodations. For any questions or clarifications, please do not hesitate to contact us.

Pets: Most of our accommodations do not accept pets, with a few specific exceptions. In the event of non-compliance with this rule, a fee of \$250 per pet will be deducted from your security deposit. The owner also reserves the right to cancel your stay without notice or refund if this condition is not met.

However, some owners accept pets under certain conditions (e.g. maximum weight, limited number, etc.). If you wish to bring your pet with you, you must declare this at the time of booking, and charges may apply.

Rules concerning tenants authorized to bring a pet:

- Pets are not allowed on furniture, including beds and sofas;
- Both indoors and outdoors, you are responsible for picking up after your pet;
- Pets must never be left unattended.

Any additional damage or cleaning related to the presence of your pet will be charged to the security deposit, according to the owner's assessment. Finally, we would like to make it clear that we accept no responsibility for any incidents that may occur to your pet during your stay.



Insects and nature's friends: Even in more urban or semi-urban environments, it's possible to encounter certain insects or small animals. It is therefore essential to close doors and windows tightly after use, and not to leave food outside, to avoid attracting local wildlife. Our maintenance teams take reasonable measures to limit the presence of these unwanted visitors inside our accommodations.

Maintenance and cleanliness of the premises: We have included the cost of standard maintenance in your stay, so don't worry, you won't have to wash bedding, towels, showers, floors... our maintenance team takes care of that! However, if the accommodation is left in a condition that requires additional cleaning, a penalty (\$) will be deducted from the security deposit.

We understand that small mishaps can happen, but we count on you to clean up stains, spills and food traces. To ensure a smooth transition for future visitors, we ask that you leave the premises as you found them: dishes clean and put away, furniture and equipment in their proper place, and of course, all lights off and windows closed before you leave.

Limitation of liability: Under no circumstances will the lessor be held responsible for any damage or loss, whether caused by accidents, delays, expenses, injuries, death or unforeseen events beyond its control. There shall be no claim or suit in this regard.

To conclude



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In conclusion, dear travelers,

Thank you for taking the time to read these few rules! They're here to ensure that everyone has a pleasant, hassle-free stay, and that we have the peace of mind to return to our accommodations as charming as you found them.

We're counting on you to respect them carefully, and in return, we promise you a memorable experience, full of moments of relaxation and pleasure. After all, it's better to avoid inconvenience, isn't it? We'd rather see you enjoy your stay than get into serious discussions!

Thank you again for your understanding and cooperation. **Rent** with confidence and **Benefit** from our support every step of the way 😊



Yannick Lemelin,
Votre Hôte

