

Customer rules for the vacation rental apartment ResidenceGrenoble

We propose to our customers a high quality apartment and are satisfied when our guests have a pleasant stay. To achieve the objective of preserving the apartment in good conditions, aiming at a **total customer satisfaction**, we have established the following rules, which apply to all of our guests during their stay at ResidenceGrenoble

GENERAL

Roughly, we expect from our guests **to behave as responsible adults** with civic principles, resulting in respecting the rented apartment and its hosting building

DETERIORATION OF THE APARTMENT FURNITURE

The host shall preserve the **apartment** from any degradation during his stay. In case of material damages caused voluntarily or by negligence, **the guest shall be charged with the full amount of the reparation cost**, whenever the degradation has been noticed before the guest departure or during the cleaning following the guest departure.

It's important to highlight to the owner of the apartment any problem right away, considering that, late notices might cause both additional damages and reparation delays. **Any delay can generate additional fees and damages which shall be charged to the host**

USAGE OF THE APARTMENT

Cleaning: Guest shall consider the apartment as if it were his own; **He's engaged to keep the apartment in good conditions by regular cleanings**. When the apartment is well kept, the estimated time for the check-out cleaning is of four hours. Any needed extra cleaning hour, due to heavy dirty conditions, shall be charged to the guest, and shall be paid either by bank transfer or upon the deposit check that will be returned only after cleaning is ultimated.

During the stay:

- **Pull the yellow external door shutters** in case of rain, at night time and when you are out of the apartment
- **Ensure that water taps** are always off when unused
- **Turn off lights and other equipments** (computers, television, amplifier, satellite receiver, printer ..) when not in use and when you are out of the apartment
- **Don't put the main door keys** in the inner inside lock: it might prevent open the door from the outside
- **Be careful to not lose the main door keys**, because they are unique keys for armored door
- **Always use a protection bag** before using the garbage
- **Pack the food** (cheese, garlic, shallots, leftover dishes ..) before storing it in the fridge
- **Do not let food go bad** inside the fridge
- **Don't scratch surfaces** during cleaning

Before checking out:

- **Empty** completely and absolutely the fridge and freezer
- **Clean up dishes** and empty the dishwasher and washing machine
- **Get down** all garbage

SMOKER

The apartment is strictly a no-smoking place, consequently it's prohibited smoking in it as well as in all common building areas. Also it is prohibited to drop cigarettes butts or any objects from the apartment balcony

BALCONY

Guests have the responsibility to not let their children alone in the balcony without watch

ANIMALS

Animals are not accepted within ResidenceGrenoble flat as well as in all building common areas

ENVIRONMENTAL APPROACH

Guests are expected to contribute to the environment protection with simple actions, such as :

- **Make a responsible consumption** of electricity and water
- **Sort garbage** (plastics, glasses, cardboard)

Guest signature