



FAQ

- **What do the stars attributed to the different objects correspond to ?**
- As for a hotel, the stars indicate the equipment and comfort level of the offered objects.

- **What does the « number of places » specified in the description mean ?**
- The number of places corresponds to the number of people the object can receive. It is a maximum.

- **What dates do high, medium and low seasons correspond to ?**
- High season corresponds to the last two weeks of July and to the month of August. Medium season includes the first two weeks of July, the months of June and September as well as Christmas and Easter. The rest of the year is low season.

- **What sum must be paid for the reservation ?**
- The deposit amounts to 50% of the total and must be paid by means of a bank transfer.

- **When has the rest of the rent to be paid ?**
- The rest of the rent must be paid by bank transfer two weeks before the arrival at the latest.

- **Is it necessary to pay a guarantee for the possible damages ?**
- Yes it is. A guarantee corresponding to 50 € per available place in the object has to be transferred at the time the rest of the rent is paid. This guarantee will be returned by means of a bank transfer the week after the departure as far as no damages have been made.

- **It is indicated that the price for the cleaning is not included in the rent. Can I do the cleaning myself to spare this sum ?**
- No, you cannot. For organization reasons the cleaning teams come and do the cleaning in any case. We prefer not to include it in the rent because it is more economical for the tenants who stay more than one week.

- **Where do I get and give back the keys of the rented object ?**
- You are given the keys on the spot at the time of the entry inventory of fixtures. On that occasion the estate agent answers your questions and gives you documentation about the region, emergency telephone numbers and useful addresses. In the same way you give back the keys at the time of the departure inventory of fixtures.

- **Are animals accepted?**
- Yes they are unless otherwise informed in the description. You will have to indicate us the race and size of the animal, so that we can obtain the owner's verbal agreement. An additional guarantee may be requested.

The general conditions which you find below are part of the rental agreement which you receive when you rent an object through Easybrava. It is a complement which, with the FAQ, ought to answer all your questions.

Seasonal renting general conditions

1. On the arrival day, the tenants have to be at the address of the rented object at the exact time specified in the rental agreement, as the agency must stagger the entries. We suggest you to take enough time, especially in case of big road traffic. If you arrive late however, get in touch with us so that we can find an alternative.
2. Entry inventory of fixtures: At the arrival, a representative of the agency visits the premises with the new tenants and makes sure that there are no visible damages. If the tenants notice something wrong afterwards, they have to warn the agency immediately. If they fail to do so, they will have to pay for the damage.
3. The number of occupiers is specified in the rental agreement. It is a maximum. Less than three years old children whose bedding is brought by the tenants are not included in the total.
4. All the occupiers' names, first names and birth dates must be communicated to the agency at the time of the reservation.
5. The price for the cleaning is set according to the size of the rented object and a normal cleaning during the stay. If an object is particularly dirty at the time of the departure, a sum will be deducted from the guarantee.
6. The final cleaning does not include the sweeping of the terraces and the cleaning of the barbecues. These elements must be clean. If not, a sum will be deducted from the guarantee.
7. The price for the renting includes the maintenance of the surrounding area (garden, swimming pool), water, electricity and gas. A supplement must be paid for the heating according to the season.
8. The towels, cloths and bed-clothes are not supplied and are supposed to be brought by the tenants. In case of problem (luggage limited by air companies for example), we can make available for you the single set (1 single fitted sheet, 1 sheet and 1 towel) at the price of 15 € or the double set (double fitted sheet, big sheet and two towels) at the price of 30 €, as well as 4 cloths (included) for the whole duration of the stay. This service must be reserved at least two weeks in advance.
9. You have the possibility of paying a supplement for the weekly cleaning of the rented object. The price is set according to the size of the object.