

You rent somewhere for the holidays



**Through an advert you rent a “villa with ocean view”.
Disappointment on arrival, you have view of a courtyard.**

**You let from a private individual. He refuses to give you
a written letting contract.**

**You rent a flat. You want to cancel, but you have
already paid some money.**

Have the right reflexes!

Before making a commitment

First ask the right questions: nuisances, sports and cultural activities, proximity of shops...

Always **insist on a precise written contract with a description of the premises**: address, situation (distance from the sea, sea view, etc) the number of rooms and beds, surface area, condition of the accommodation and furnishings, use of shared areas, length of the let with the time of arrival and departure, cost of hire, payment of a deposit or a down payment on the booking, additional charges...

On arrival

Insist on an inventory of fixtures taking care to note their condition, and read the meters. A pre-established inventory of contents will usually be given to you: check that it is accurate.

If the accommodation does not match the description, send a registered letter to the owner or hire company within eight days and have a third party draw up a statement.

If the description does not match the reality, the owner or hire company may be liable to a fine and additional penalties for misleading advertising or deception.

On departure

Do not forget to complete a new inventory of fixtures in the presence of the owner, hire company or representative.

Cancelling your reservation

If you have paid a deposit (arrhes), the deposit belongs to the owner or hire company. If the owner or hire company cancels your booking, double the deposit paid should be returned to you.

If you have made a down payment (acompte), you owe the whole cost of the let. If the owner or hire company cancels your booking, you may ask for damages.

If your contract does not specify the nature of the payment, it is a deposit (arrhes).

To cover any damage for which you may be responsible, check you have a "holiday" extension on your basic house insurance or take out specific cover.

For further information

- > The DGCCRF Internet site / www.dgccrf.minefi.gouv.fr
- > **3939 « Allô, Service Public »** (€0.12 per minute)
- > The Directorate for Competition, Consumer Affairs and Fraud Control (Direction de la Concurrence, de la Consommation et de la Répression des Fraudes) in the département.
- > The French National Consumer Institute (Institut national de la consommation): www.conso.net
- > Any consumer associations in the département.

