



PARENTHÈSE
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General Terms of Rental (GTR)

Applicable from 1 March 2024

Definitions & terminology:

PARENTHÈSE VACANCES refers to the company PARENTHÈSE VACANCES, simplified joint stock company with a capital of €292,207.50, whose head office is registered at no. 7 chemin du Vieux Chêne, MEYLAN - FRANCE, listed in the Grenoble Trade and Companies Register under number 381.204.841 RCS GRENOBLE / SIRET 381.204.841.00021/ APE code 55.20Z-Tourism and other short-term accommodation

The Customer refers to any person making a provisional booking and/or a booking for one of the properties managed by PARENTHÈSE VACANCES, either directly with PARENTHÈSE VACANCES, or via one of the online booking platforms.

Accommodation refers to the property concerned by the Customer's booking.

Concierge refers to the person appointed by PARENTHÈSE VACANCES to welcome the Customer, supply the keys and do the cleaning.

1- Scope

These General Terms of Rental ("GTR") apply to all transactions either directly with PARENTHÈSE VACANCES or via an online booking platform. The Customer can consult them on the PARENTHÈSE VACANCES website and on the platforms via which PARENTHÈSE VACANCES advertises the Accommodation.

Making a provisional booking or a booking directly with PARENTHÈSE VACANCES or via a platform indicates full and unreserved acceptance of these GTR.

However, the platforms advertising PARENTHÈSE VACANCES Accommodation also have their own general terms.

When booking via a platform, the general terms of the platform used will prevail, notably with regard to booking and cancellation conditions. These GTR will continue to apply if there is no contradicting clause in the general terms of the platform used.

PARENTHÈSE VACANCES has nothing to do with the general terms of the platforms and, in particular, has no knowledge or control over any booking fees that the Customer may be asked to pay. It declines all liability in such matters.

These GTR may be modified and/or completed by PARENTHÈSE VACANCES at any time. In this case, the



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new version of the GTR will apply to all booking requests or bookings immediately after being published online by PARENTHÈSE VACANCES.

2-Accommodation

These GTR define the conditions applicable to the rental of furnished tourism accommodation (“Accommodation”) to the Customer by PARENTHÈSE VACANCES, in application of article L. 324-1-1, I of the French tourism code; such Accommodation may be independent or part of a tourism residence, as defined by article D 321-1 of the aforementioned tourism code.

The characteristics of the Accommodation, including its location, surface area, composition, private facilities and shared equipment are listed below the advertisement, on both the PARENTHÈSE VACANCES website and the booking platforms.

The Accommodation may be used solely for residential purposes, excluding all other uses.

The Customer undertakes to use the Accommodation as a short-term/temporary residence for tourism purposes only. The Accommodation is not intended to serve as a primary or even secondary home. The Customer may not therefore give the address of the Accommodation as a permanent or temporary address.

The Accommodation may not be transferred, totally or partially sublet, loaned or provided free of charge.

The Customer is liable with regard to PARENTHÈSE VACANCES according to the terms of articles 1732 to 1735 of the French civil code. In particular, the Customer is liable for any person entering the Accommodation and/or residing in the Accommodation during the rental period and/or due to the Customer’s actions.

PARENTHÈSE VACANCES reserves the right to enter the Accommodation for maintenance or safety reasons, whether the Customer is present or absent.

3-Booking and payment methods

3.1 Booking

All bookings (or booking requests if payment is not made immediately) will be confirmed in writing by PARENTHÈSE VACANCES (booking confirmation sent by email).

Payment of a deposit representing 50% of the total cost (“Total Cost”) of the stay must be made at the time of booking, as stipulated in article 4.1.

The payment conditions of this deposit are defined in article 3.2.



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The booking request will be considered provisional until the deposit has been paid and credited to PARENTHÈSE VACANCES.

Booking requests are saved for 72 hours after the confirmation email sent by PARENTHÈSE VACANCES.

The booking will be finalised if the deposit is received and credited to PARENTHÈSE VACANCES within the aforementioned 72-hour period.

If the deposit is not duly received and credited, the booking request will expire automatically at the end of this period.

Questions or requests concerning payment of the deposit can be sent to our team at contact@parenthese-vacances.com or by telephone +33 (0)6 33 43 11 09

The balance of the Total Cost must be paid to PARENTHÈSE VACANCES thirty (30) days before the date of arrival in the property, according to the procedure described below.

PARENTHÈSE VACANCES reserves the right to cancel bookings for which the deposit or balance is not paid on time without prior notice; the relevant cancellation conditions defined below will apply.

For last-minute bookings, the Total Cost must be paid in full immediately. Last-minute bookings are bookings made less than thirty (30) days before the arrival date.

3.2 Payment methods

The deposit and/or balance must be paid in euro:

- either directly via the booking platforms used by PARENTHÈSE VACANCES to promote its properties,
- or by credit card, exclusively via the link sent by PARENTHÈSE VACANCES for online payment via the STRIPE payment platform,
- or by cheque (payments by cheque are not accepted less than one month before the arrival date),
- or by any other legal means of payment.

Payment of the balance, when the first payment has been made by bank card, is made by automatic debit to the bank card used to request the booking under the conditions of article 3.1 of the GTR.

The automatic debit will be made thirty days before the planned start date of the reservation, unless the customer objects in writing.

The booking will be considered final once the deposit and balance have been received and credited within the deadlines indicated herein.



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4 - Prices

4.1. Total Cost

The Total Cost includes all taxes (VAT at the current rate of 10%). If the VAT rate increases or if other taxes affecting the cost are introduced, PARENTHÈSE VACANCES reserves the right to apply such increases, in compliance with the relevant legal texts.

The Total Cost includes:

- A package (“Package”) comprising:
 - Accommodation rental,
 - Utilities (water, electricity) and heating,
 - Wi-Fi internet access, according to the terms defined in the “Internet Charter of Use” article,
 - Supply of bed linen, towels and household linen for the number of beds reserved and the duration of the booking. This service does not apply to the apartment Le Petit Belvédère. It will be an additional charge.
 - Standard cleaning of the flat at the end of your stay.

Extras:

- Any services ordered in addition to those included in the Package at the same time as the booking and whose prices are indicated below.
- Any additional fee for “pets”.

Note on the Total Cost

Cleaning after departure:

The price includes standard cleaning at the end of the stay, provided that the Customer has cleaned the kitchen area before leaving (fridge emptied, dishwasher emptied, crockery clean and tidy, work surface tidy and clean), has taken out and disposed of all the rubbish in the dedicated containers, and has unmade the beds and put all the linen in the hallway.

Similarly, no waste or personal objects belonging to the Customer may be left in the ancillary rooms (ski lockers, garages, etc.), and outside areas (terraces, balconies, etc.).

Failure to comply with these instructions may result in an additional charge being applied and deducted from the “Security deposit”, in compliance with the conditions set out in the relevant article.



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4.2. Package cost

The cost of the Package is displayed when the Customer selects the rental dates required, before the booking is made.

4.3. Price of additional services

The additional services available on request are priced as follows:

Cleaning service during the stay

PARENTHÈSE VACANCES can provide additional cleaning services on request during the Customer's stay.

These additional cleaning services will be subject to specific charges in accordance with the janitorial services tariff.

Extra household linen

A set of household linen corresponding to the number of residents is supplied when the Customer arrives.

At the Customer's request, the Host undertakes to renew this kit during the stay. These additional services are subject to specific pricing in accordance with the concierge service price list.

- Single bed kit including fitted sheet, duvet cover, 1 pillowcase.
- Double bed kit including fitted sheet, duvet cover, 2 pillowcases.
- Bath kit including 1 large towel and 1 small towel.

Ordering and paying for additional services

The above services can be requested by the Customer by emailing the following address:
contact@parenthese-vacances.com.

Orders placed before 10am will be delivered the next day. After this time, the service will be supplied within 48 hours.

Additional costs must be paid to PARENTHÈSE VACANCES when ordering the additional service.

PARENTHÈSE VACANCES will invoice the Customer separately for these services.

5 - Holiday tax

Holiday tax, which is collected for the local council, is not included in the price of the Accommodation.

It is invoiced in addition to the Total Cost and must be paid before the Customer's departure.

The amount is set by the local council.



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The Customer must indicate the number of people staying the Accommodation, specifying the number and ages of any children.

6 - Modification / Cancellation of the booking and additional services by the Customer

6.1. Cancellation / modification conditions

The Customer must inform PARENTHÈSE VACANCES immediately of any cancellation or modification request by emailing the following address: contact@parenthese-vacances.com. The date of reception of the email (before 11.59pm in the time zone of the Accommodation) will determine the date of modification or cancellation.

The same applies to anticipated departure.

If the booking is made via a booking platform, the cancellation, modification or interruption request must be sent via the same platform to ensure eligibility for the insurance cover proposed by the platform, if applicable.

If you have to cancel, please do so as soon as possible.

Any modification of the stay dates will be considered as cancellation of the initial booking; the cancellation costs indicated below will apply.

6.2. PARENTHÈSE VACANCES cancellation policy:

This article (6.2) applies by default to Accommodation booked directly with PARENTHÈSE VACANCES only. For bookings made via a platform, the Customer should consult the relevant section of the general terms of the platform concerned.

The Total Cost is refunded as follows in the case of cancellation, modification, anticipated departure or no-show:

- 100% refund of prepayments will be refunded for cancellations received 60 days or more before arrival.
- 50% refund of prepayments will be refunded for cancellations received 30 days or more before arrival.
- No refunds for cancellations received less than 30 days before arrival or if the Customer fails to pay the outstanding balance for the booking before this deadline.
- No refunds for anticipated departure without fault by PARENTHÈSE VACANCES
- No refunds if the Customer fails to arrive at the Accommodation.

In all cases, any holiday tax paid will be refunded in full (or in proportion to the number of days actually stayed in the event of anticipated departure)

PARENTHÈSE VACANCES does not sell cancellation insurance. The Customer can take out cancellation



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insurance if they book via one of the booking platforms proposing the Accommodation, if available. Any Customer claim concerning such cancellation insurance falls outside the scope of these GTR and the contract between the Customer and PARENTHÈSE VACANCES. PARENTHÈSE VACANCES cannot intervene in any such matters.

6.3. Contract termination

In application of article L 211-14 II of the French tourism code, the Customer has the right to terminate the contract before the start of the trip without paying termination fees in the case of exceptional and unavoidable circumstances at or in the immediate vicinity of the destination causing serious consequences on contract execution or passenger transport to the destination. In this case, the Customer will be eligible for a full refund of any payments made but no additional compensation.

6.4. Cooling-off period:

According to article L221-28 of the French tourism code, “the cooling-off period does not apply to the following types of contracts: (...) 12- Accommodation services, except for residential accommodation, goods transport services, car rental, catering or other leisure activities that must be supplied at a predetermined date or period.”

7 - Duration of the stay - Arrival and departure

With the exception of certain Concierges, the Customer can pick up the keys to the Accommodation between 5 and 9pm on the date of arrival.

The Customer must leave the Accommodation and return the keys by 10am on the date of departure.

Keys are picked up from and returned to the Concierge, who also shows the Customer around the Accommodation and is present for their departure. The Concierge is also the Customer’s contact during the stay for any instructions concerning the Accommodation.

Some of the properties are equipped with smart locks. In this case, there is no need for the Concierge to be present for the Customer’s arrival and departure, except in the case of specific instructions related to the Accommodation.

The Customer will receive the code to unlock the door by text message or email 24 hours before the arrival date.

For late arrivals (after 9pm), the Customer must notify PARENTHÈSE VACANCES to arrange for the keys to be left in the key box, unless the Accommodation has a smart lock, in which case the code will be sent to the Customer the day before arrival by text message or email.

Please use the "Additional comments or information" section of the booking form to indicate your estimated arrival time, particularly if it is late.

The stay may not exceed the duration validated at the time of booking.



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If the Customer leaves after the contractual departure time (10am), PARENTHÈSE VACANCES reserves the right to charge a set amount equivalent to the price of one night in the Accommodation as compensation. This amount can be deducted from the security deposit (see the article on “Security deposit - deductions”).

8 - Security deposit - deductions

The security deposit offers protection against damage that may be caused to the Accommodation and its furniture and other items, and in the case of lost keys, cards or Vigik.

The security deposit can also be used to pay for additional nights that were not part of the initial booking.

Amount - payment

The security deposit is 25% of the Total Cost.

This amount will be pre-authorized by the payment platform (Stripe) on the Customer's credit card (1 day before arrival).

If the Stripe payment platform is not used to make the payment, the Customer will be asked for the amount upon arrival.

It will be returned to the Customer at the end of the stay, after payment of any additional services ordered on site and after deducting any compensation for damage caused (see the table of security deposit deduction amounts below).

Return period:

For credit card payments: the amounts pre-authorized will be released within 7 days of departure

For other payment methods: the amount will be returned within 15 days of departure



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Return procedure / Deduction amounts:

The security deposit will be returned without generating interest if:

- No furniture, objects or linen are missing, damaged or soiled other than by normal use, and
- The property has not been damaged, and
- The Customer has left the property in compliance with the clauses of these GTR.

Table of security deposit deduction amounts:

Type of deduction	Reason	Amount of the deduction, inc. VAT
Dry cleaning	Stained sofa, curtains, carpet	Subject to quotation
Small appliance repair	Repair or replacement of small appliances broken or rendered unusable by the Customer for any reason other than normal wear	€150
Crockery	If more than 5 items are broken or cracked	€50
Key - vigik	For lost keys, card, vigik	€100
Kitchen not cleaned	The kitchen area is not left clean and tidy before departure: refrigerator not emptied, dishes not washed or put away, worktop not tidy or clean, bins not emptied or waste not left in the container provided, beds not stripped and linen not left in sack.	€200



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Damage to communal areas	Damage or disorder caused to the communal areas of the building in which the Accommodation is located due to the Customer's failure to comply with the rules applicable to the Accommodation	€150 Minimum Or more, subject to quotation for more serious damage
Any other disorder or damage or missing item		Subject to quotation
Late departure	Departure after 10am on the last day of the booking, unless previously agreed in writing by PARENTHÈSE VACANCES	Cost of one night in the Accommodation

In addition, there may be a 20% handling fee on the amount of the damage.

In the case of more serious disorder exceeding the amounts indicated above, or in the case of disorder of a different kind than those indicated above, PARENTHÈSE VACANCES will notify the Customer that the entire security deposit will be retained pending quotations for the repairs or replacement required.

If the security deposit does not cover the amount required, the Customer undertakes to complete the amount, after receipt of a registered letter containing details of the amounts deducted and the remainder to be paid.

Other deductions:

PARENTHÈSE VACANCES may also deduct the cost of any additional services or consumer goods not paid by the Customer during the stay.

The Customer is informed of the cost of such services or goods at the time of order, in compliance with these GTR.

9-Inventory

At the latest on the day after arrival (in the case of late arrival), the Customer must check the "equipment inventory" list provided upon arrival.

Unless contested within 24 hours of arrival, the Customer is assumed to have accepted this equipment inventory without reservation.

Claims are to be made by email to: johanne.wendling@parenthese-vacances.com.



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PARENTHÈSE VACANCES will acknowledge receipt of this email and may ask for further explanations (photos, in particular) to resolve the situation as quickly as possible.

If the claim concerns the cleanliness of the Accommodation and it appears that the property does not meet the applicable sanitary rules, and health and safety standards in particular, PARENTHÈSE VACANCES will instruct the Concierge to take action, at no cost to the Customer.

This document, considered accepted, will be used as the basis for the outgoing inventory check, notably to calculate any deductions, as described in the “Security deposit - deductions” article.

The outgoing inventory check will be conducted in the presence of the Concierge when the keys are returned.

10 - Pets

Pets are accepted subject to presentation of proof of rabies vaccination (maximum of one pet per property) and payment of the pet fee per day. This amount is displayed in the residence of Accommodation. Payment must be made at the time of booking.

For the purposes of this clause, the following are considered as “pets”:

- Cats
- Dogs, except for “attack” dogs, as defined by article L211-12 of the French rural code and maritime fishing..

11 - Residence rules - use of premises and communal areas

11.1 Communal areas and equipment

Each residence has its own rules; these are posted in the communal areas and/or in the Accommodation.

If the Accommodation is in a joint property, the use of communal rooms is subject to the rules of the joint property concerning their use (specifically opening times); PARENTHÈSE VACANCES cannot be held liable for matters relating to such rules.

The Customer must take all necessary precautions when using communal equipment (sauna, fitness machines, etc.), particularly when hosting children or protected/vulnerable adults under their responsibility.

The Customer undertakes to comply with the health and safety rules in force in the establishment/residence.

Any breach of the provisions of this article and the obligations set out that causes prejudice to PARENTHÈSE VACANCES must be compensated, in application of the “Security deposit - deductions” article of these GTR.



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11.2 Use of the premises

The Customer undertakes to make normal use of the furniture, objects and equipment in the Accommodation and in the communal areas of the residence.

The Accommodation may not, under any circumstances, accommodate more people than the number indicated by the booking.

PARENTHÈSE VACANCES reminds the Customer that the following are strictly prohibited:

- Taking skis, ski boots, sledges and other outdoor equipment into the apartments or onto the balconies
- Hanging out washing on the balcony railings or from the windows
- Storing personal items in the communal areas.

The Customer must read and comply with the health and safety rules posted in rooms with bunk beds.
Reminder:

- Children must be at least 6 years old to sleep in the top bed.
- The ladder must be used to get up and down from the top bed.
- The top bed may only hold one person at a time.
- Playing under a bunk bed is not permitted unless the manufacturer has specifically designed a play area underneath.
- No large toys or heavy objects may be placed on the top bed.
- Do not attach anything to the bed because children can be strangled by ropes, strings, scarves etc.

The Customer undertakes not to smoke or vape in the Accommodation or in the communal areas.

The Customer must inform the Concierge or PARENTHÈSE VACANCES of any anomaly observed.

PARENTHÈSE VACANCES is not liable for any personal items left behind inside the apartment after departure.

12 - Internet Charter of Use

This section concerns properties in which PARENTHÈSE VACANCES provides Wi-Fi internet access for residents with compatible mobile equipment.

The Customer undertakes not to violate the French laws concerning Internet and to comply with the following Charter defining user responsibilities; this will ensure compliance with legislation and enable normal and optimal use of this Internet service.

In particular, the Customer undertakes to comply with the French HADOPI law.

HADOPI law - reminder:

“Tenants with Internet access undertake not to use this access to reproduce, represent, make available



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or communicate to the public any works or objects protected by copyright or similar laws without authorisation; this includes text, images, photographs, music, audiovisual productions, software and video games.

The user is informed that any file sharing software can, when connected to Internet, make downloaded files available automatically. If file sharing software has been used to download protected works, it should be deactivated.

The tenant is also required to comply with the security policy defined by the landlord, and the rules concerning use of the network and computer equipment.”

Use:

Customers wanting to use the Wi-Fi network should log on to the PARENTHÈSE VACANCES network and enter the password provided.

This access is reserved for Customers who have booked the Accommodation concerned and for the period of their stay only.

The **Parenthèse Vacances Wi-Fi** network allows use of Internet.

It also enables emails to be sent using various software.

Rules of use:

Each user is legally responsible for the use made of this connection.

Users undertake to comply with computer ethics rules, notably:

- Not to reveal the network password to other people
- To report any hardware problems to PARENTHÈSE VACANCES
- To use the means available in compliance with applicable laws and regulations and, in particular:
 - Not to consult racist or paedophile websites or sites that promote hate or violence.
 - Not to use this access to reproduce, represent, make available or communicate to the public any works or objects protected by copyright or similar laws without authorisation; this includes text, images, photographs, music, audiovisual productions, software and video games.
 - Not to commit crimes or actions that violate the rights of other people or personal security, not to use illegal download software; ○ Not to deliberately take any action that might have the following consequences:
 - Hide their true identity
 - Alter, modify data or access information belonging to other users of the network
 - Interrupt or interfere with normal operation of the network or one of the systems connected to the network
 - Modify or destroy information on one of the systems
 - Log or attempt to log onto a site without being authorised to do so



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The Customer guarantees PARENTHÈSE VACANCES against any claims made against it by a third party with respect to any such actions, notably with regard to the protection of third party intellectual property rights.

The Customer may be reported to ARCOM, if applicable.

No discounts on the Accommodation rental fee will be proposed for non-operation or partial operation of Internet access.

[13 - Possible modification of our programmes and contract termination by PARENTHÈSE VACANCES](#)

We reserve the right to modify all or some of our non-essential services if we are forced to do so, in compliance with article L 211-13 of the French tourism code (partial closure of a site or communal equipment such as sauna, restaurant, well-being area, construction delays, local obligations such as cultural, sporting or political events, etc.). Alternatives will be proposed whenever possible.

With regard to any surplus, PARENTHÈSE VACANCES reminds Customers that the last line of article L 211-13 and article L 211-14 of the French tourism code apply.

[14 - Claims](#)

This article does not apply to claims related to the incoming inventory.

Within 24 hours of their arrival, the Customer must inform the Concierge in writing or PARENTHÈSE VACANCES by email contact@parenthese-vacances.com of any non-conformity observed.

After this deadline, no claims will be accepted by PARENTHÈSE VACANCES.

If the non-conformity is not resolved on site before the end of the stay, any claim concerning the Customer's stay must be made in writing to our Quality Department (registered letter with acknowledgement of receipt accompanied by a copy of your statement upon arrival if applicable) within 1 month of the end of the stay, so that PARENTHÈSE VACANCES can respond as quickly as possible.

The letter should indicate the booking number, place and dates of the stay and the type of apartment booked to ensure rapid processing of your complaint.

The letter should be sent to this address: PARENTHÈSE VACANCES 7 chemin du Vieux Chêne 38240 MEYLAN - FRANCE

[15 - Settlement of disputes](#)

In the event of disputes concerning validity, interpretation, execution, termination and any



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consequences that cannot be settled amicably by PARENTHÈSE VACANCES and the Customer, the Customer can request conventional mediation, notably by contacting the Paris mediation and arbitration centre or any local mediation organisation, such as those listed by the French commission for mediation and consumption.

Contact information for the Paris mediation and arbitration centre: CMAP- 39 avenue Franklin Delano Roosevelt - 75008 PARIS - France, or cmap@cmap.fr

16 - Miscellaneous

Requests concerning the exposure or specific position of the Accommodation in the residence are considered as preferences and cannot be guaranteed by contract.

Information concerning the sporting and leisure activities in and around the mountain resorts is communicated by the tourist offices and provided for information only. PARENTHÈSE VACANCES cannot be held liable if any such activities no longer exist at the time of the stay.

For any further information about life in the resorts, the Customer should contact the relevant tourist office.

The booking department of PARENTHÈSE VACANCES can provide the Customer, on request, with details of opening dates, sports facilities (type and number), activities and services available for the location of the Accommodation.

17 - PARENTHÈSE VACANCES responsibilities

Furnished rental properties in residences providing hotel-like services do not fall into the framework of hotel liabilities. PARENTHÈSE VACANCES is not therefore liable for any theft, loss or damage to the personal belongings of the Customer in the residence, either in the Accommodation itself or in the car park or communal areas (including ski lockers).

PARENTHÈSE VACANCES will only be liable in the event of a breach of its obligations, within the limits defined by law.

18 - Customer insurance

The Customer must take out holiday rental insurance (which is generally included in home insurance policies) to cover their civil liability for any damage caused, notably including physical or material damage to third parties, the Accommodation or the building in which the Accommodation is located.

PARENTHÈSE VACANCES may ask for a copy of the insurance certificate upon arrival.

PARENTHÈSE VACANCES therefore declines all liability for any recourse action initiated by their insurance company against the Customer in the event of an incident not covered by their insurance.



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19 - Termination due to Customer fault

PARENTHÈSE VACANCES may lawfully terminate the Contract, without formality or prior notice, in the event of serious or repeated non compliance with an obligation by the Customer or serious or repeated inappropriate conduct affecting the stays of other customers. The Customer must leave the residence immediately and may be evicted by the police if necessary.

20 - Foreign nationals

In application of article R. R814-1 of the French code on the entry and residence of foreigners and asylum, non-French tourists must fill in a holiday form to be transmitted to PARENTHÈSE VACANCES on the date of arrival at the latest via the apartment letter box or presented to the Concierge.

APPENDIX - INFORMATION ON THE PROCESSING OF PERSONAL DATA

The legal and regulatory framework on data privacy is mainly but not exclusively composed of the following:

- Regulation (EU) 2016/679 of the European Parliament and of the Council of April 27, 2016. Regulation on the protection of individuals with regard to the processing of personal data and on the free movement of such data, known as the “General Data Protection Regulation” or “GDPR”;
- French law no. 78-17, on data processing, data files and individual liberties.

In compliance with articles 12 and 13 of the GDPR, the persons concerned must be regularly informed of the processing of any of their personal data.

This appendix, attached to the GTR of PARENTHÈSE VACANCES, defines this information.

1. Definitions

“Personal data”: any information concerning a person, notably by reference to an identifier such as a name, identification number, ID card number, salary, health files, bank account details, behaviour or consumer habits, location data, online identifier, etc. The term “Personal data” includes sensitive personal data.

“User”: the Customer.

“Processing of personal data”: any operation or set of operations carried out using automated processes applied to personal data such as (non-exhaustive list) collection, access, saving, copying, transfer, conservation, storage, cross-referencing, modification, structuring, provision or communication, conducted automatically, semi-automatically or otherwise.

Processing manager: website host, Boondooa

Data Protection Officer: Boondooa employee responsible for answering inquiries from persons



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concerned. Contact address: johanne.wendling@parethese-vacances.com

TEL.: +33 (0)6 33 43 11 09 | contact@parenthese-vacances.com

Simplified joint stock company with a capital of €292,207.50 | SIRET 381.204.841.00021 - GRENOBLE TRADE AND COMPANIES REGISTER | APE 55.20Z



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2. Purposes, legal basis and processed data

Legal basis of the processing	Purpose of processing	Data collected
Execution of a contract or pre-contractual measures	<ul style="list-style-type: none">- Processing of booking requests- Confirmation of customer booking- Processing of payments via a secure site- Transmission of digital codes for key collection- Transmission of contractual documents- Processing of requests for additional services- Processing of customer complaints- Fixing appointments for key collection (arrival and departure)	Identity of each person, family composition, nationality, age (child or adult), payment means, email address and telephone number, invoicing address.
Legal obligation	Completion of holiday form - Art. R814-1 of the French code on entry and residence of foreigners and asylum	Surname, first name, date of birth, place of birth, nationality, home address, mobile telephone number, email address, holiday dates.

PARENTHÈSE VACANCES does not collect any personal data from the Customer other than what is required for their stay. Customers provide such information knowingly, since they provide it themselves to the Processing Manager.

The data collected are mandatory for provision of the Property rental service. If the Customer refuses to provide the data, the booking will be refused.

The data are collected either directly by PARENTHÈSE VACANCES, or transmitted by the partner platforms used by the Customer to make the booking.

With regard to foreign nationals, completion and signature of the holiday form are legal obligations imposed upon Parenthèse Vacances. In this sense, Parenthèse Vacances may lawfully and without fault refuse access to the Property if the person concerned refuses to provide this form.

PARENTHÈSE VACANCES undertakes to protect the personal data collected against loss, destruction, alteration, and unauthorised access and disclosure. PARENTHÈSE VACANCES therefore implements technical and organisational measures appropriate for the type of data and the risks related to processing in order to preserve the security and privacy of the Customer's personal data, and



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particularly to prevent them from being deformed or damaged and to prevent unauthorised access to them.

The secure payment platform STRIPE guarantees the security of bank information.

The Customer is encouraged to use this means of payment to pay the deposit and/or balance of the booking.

PARENTHÈSE VACANCES therefore informs the Customer that the decision to cancel a booking request due to non-receipt of the deposit within 72 hours is made automatically. However, the Customer can and is encouraged to contact our services to appeal such decisions: contact@parenthese-vacances.com.

These measures may include practices such as limiting data access to authorised personnel who need such access to do their jobs, contractual guarantees if external service providers are used, impact studies on private life, regular examinations of our practices and policies concerning respect of privacy and/or physical and/or digital security measures (secure access, authentication process, backup copies, anti-virus software, firewall, etc.).

3. Recipients

The Customer's data may be transferred to the Concierge, if requested by the Customer. With regard to foreign nationals, the holiday form data may be communicated to the police and gendarmerie on request.

4. Data transfer outside the EU

No data are transferred outside the European Union.

5. Data conservation periods

The personal data collected are kept for the period necessary for the aforementioned purposes and, if applicable, for the legal period imposed for evidentiary purposes.

For example, invoices are kept for ten years.

Bank and cheque details (number and holder of credit card) collected during remote payment transactions are destroyed immediately after payment.

The holiday forms of foreign nationals are kept for six months.

6. Rights of the persons concerned

In compliance with the GDPR, the Customer has rights concerning access to, rectification, deletion and portability of their personal data. The Customer may also oppose or request limited processing of their personal data for legitimate reasons. The Customer should send any requests concerning these rights to the following email address: johanne.wendling@parenthese-vacances.com.

The User may also file a complaint with the CNIL (French data protection authority) via the following URL: <https://www.cnil.fr/fr/plaintes>, or by post to the following address: 3 place de Fontenoy - TSA



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80715 - 75334 PARIS CEDEX 07 - FRANCE.

7. Re-use of data

The personal data collected is not re-used for any purpose other than the aforementioned purposes.

Updated on 1 March 2024.