



RENTAL CONTRACT

Passion Chalets your nature destination!

Summary

03	CONDITIONS OF USE
06	CANCELLATION POLICY
07	PAYMENT POLICY
09	SECURITY DEPOSIT
11	SPA
12	SWIMMING POOL
13	PETS
14	ARRIVAL
14	DEPARTURE
16	CAPACITY OF THE COTTAGE
16	EXCESSIVE NOISE AND PARTY
16	WEAPONS
16	SMOKING (Cigarette, Cigar, Cannabis and Vaping)
17	INDOOR FIREPLACE
17	CAMPFIRES
17	FIREWORKS AND FLYING LANTERNS
18	BBQ
18	BOATS
19	GAME AND ENTERTAINMENT TABLES
19	WI-FI INTERNET
19	MAINTENANCE
20	BEDDING AND TOWELS
20	INVENTORY
20	GARBAGE AND RECYCLING
21	ACCESS AND PARKING
21	CAMPING
22	COVID-19
24	ANNEX- BY-LAWS

Conditions of use

The minimum age required to rent one of our cottages is 25 years old and over. However, some owners may require a higher minimum age. Proof of identity will be required to confirm your reservation and upon arrival.

Stays are for a minimum of 2 nights.

- The tenant declares to have seen the rented chalet on the Internet and to be satisfied with it.
- The tenant is responsible for the rented chalet and its contents. Furthermore, he/she assumes full and complete responsibility for the persons to whom he/she allows access. The occupants to whom the tenant allows access must conduct themselves in such a way as not to disturb the other residents of the neighborhood in the normal enjoyment of the premises.
- The tenant will not, under any circumstances, be able to claim any right to maintain the premises at the end of the stay.
- The tenant declares that he/she is renting the chalet for pleasure, vacation or business meeting purposes and agrees not to sublet or operate it for commercial purposes.
- The tenant is responsible for personally validating the information regarding independent activities outside the chalet (hours and dates of operation, rates, etc.)
- The lessor will not be held responsible for any interruption of electricity, running water or telecommunication services beyond his control.
- The tenant shall permit access at all times to the lessor or its employee to inspect the premises and to perform urgent work necessary to maintain the leased premises and its equipment in good condition.

Conditions of use (following)

- In no event shall the lessor be liable for any damages or losses suffered by the tenant resulting from accidents, delays, expenses incurred, injuries, death or events resulting from acts of God or force majeure beyond lessor's control; and the lessor shall not be subject to any claims or suits in any court relating to such damages or losses.
- Failure to comply with the agreement shall entitle the lessor to evict the tenant and tenant's guests forthwith by terminating this lease agreement. In such event, the lessor will retain any amount paid and will maintain all recourse against the tenant if damage has been caused to the rented premises.

Lessor agrees to:

- Keep in force, during the rental period, the insurance prescribed by law.
- To hold an official certificate of classification from the CITQ in effect for the residence, in accordance with the Tourist Accommodation Act.
- Deliver the cottage in good condition, i.e. clean and with functional equipment.
- Provide snow removal service during the winter period. However, the lessor is not responsible for any delays caused.
- Provide assistance to the tenant as soon as possible in case of problem. Please note that any unjustified displacement will be billed to the tenant.



It is more than
than a passion,
**it is a way
way of life.**

Cancellation Policy

- All cancellation requests must be sent in writing to info@passionchalets.com.
- More than 30 days from the arrival date: 10% of the total amount of the reservation (minimum amount of \$50).
- 15 to 30 days prior to arrival: 50% of the total amount of the reservation
- Less than 14 days from the arrival date: 100% of the total amount of the reservation.
- The following stays are 100% non-refundable: holidays, construction vacations, holiday season (Christmas and New Year's week), spring break and long-term rentals (31 nights or more).
- If we have to cancel your reservation because the conditions of use are not respected (including the minimum age requirement): the above-mentioned fees will apply.
- Finally, if you do not show up for your stay without notifying us in advance, the full amount will be required.
- In the event that the stay has to be cancelled, prior to the arrival date, due to unforeseen problems with the building or sale of the property, the lessor's liability will be limited to the cost of the rental. No additional compensation will be given.

Payment Policy

Terms of payment

The accepted method of payment to finalize your reservation is by credit card. The cardholder must be the main person in charge of the rental. This person must assume full responsibility for the entire duration of the stay.

Rates

The rates indicated are based on the information provided at the time of reservation. For any change request, please contact Passion Chalets directly. Please note that any change to the initial reservation may have an impact on the rate.

Reservation deposit

50% of the total rental amount will be charged to the credit card submitted at the time of booking. Once this deposit is received, you will receive a confirmation email and your stay will be officially in effect.

If the reservation is made 14 days or less before the beginning of the stay, 100% of the rental amount will be charged at the time of reservation.

Balance to be paid

The balance to be paid of 50% of the total amount of the rental. The 50% balance of the total amount to be paid for the rental will be taken 14 days before the date of your stay, on the same credit card provided at the time of the reservation request.

Payment Policy (following)

Security Deposit

Please refer to the "[Security Deposit](#)" section on the next page.

Extension of stay

Any request for an extension of stay must be sent in writing to info@passionchalets.com. Extensions will be granted according to the availability on the calendar.

Adding extra people

The maximum capacity of the cottage must be respected at all times. It is possible to modify the number of persons on your reservation until the time of your stay. A fee of 25\$/person/night is applicable for any additional person (visitor or occupant). The total number of persons must be mentioned before the beginning of your stay. If the number of people declared in the contract is not respected (larger group), the security deposit may be retained in full. For a reduction of the number of occupants, no refund will be offered less than 14 days before your arrival.



Security deposit

Within 24 to 48 hours prior to your stay, a security deposit ranging from \$500 to \$2000 (amount varies depending on the cottage reserved) will be placed on the credit card. The credit card holder is responsible for making the necessary funds available so that the full amount of the security deposit can be authorized. This amount will serve as a guarantee to the lessor in case of damage, theft or non-compliance with the clauses of this rental agreement. Please note that for last minute reservations (less than 48 hours before the stay), the security deposit will be frozen at the same time as the rental payment.

The amount will be released to your credit card within 5 days of the end of your stay.

In the event that damage is found, the cottage is not returned in the same condition as when you arrived and all rental conditions have not been met, a charge may be made on the credit card to cover the costs incurred. This amount will be subject to taxes (GST and QST) and a service charge (5%). In this case, the responsible persons or the cottage owner will be required to provide you with a detailed report justifying the monetary penalty. The tenant may be charged an additional amount if the security deposit is insufficient.

Possible deductions from the security deposit in the following cases:

- Breakage and damage to cottage property or facilities;
- Theft of objects;
- Presence of an animal not declared at the time of the reservation;
- The number of people present on the premises differs from the number declared at the time of reservation;
- Additional cleaning required by the maintenance staff;
- Other costs incurred due to non-compliance with the terms of the rental agreement.



Live at the rhythm
of the chalet life,
**For an unforgettable
stay!**

Spa

When you arrive, you will benefit from **quality water** that has been checked. However, **during your stay, this responsibility is yours**. Instructions on the maintenance of the spa are available at the chalet. It is important to read and follow them. A fee will be deducted from the security deposit if the water needs to be changed after your departure. In addition, a penalty (\$) may be required if the conditions of use have not been respected.

If you have any questions about the operation of the spa, please refer to the instructions in the cottage or contact the people in charge.

Here are the conditions of use to be respected:

- No smoking, drinking or eating in the spa;
- It is forbidden to pour anything into the spa (soap, body or sun cream, bath bubbles, etc.);
- Before using the spa, it is recommended to shower with water only. Body products such as creams, make-up, sunscreen, insecticides and body perspiration are harmful to the water quality;
- When finished, replace the lid to prevent cooling, evaporation and contamination of the water.



Spa (following)

Please note that use of the spa is at your own risk and that we are not responsible for any accidents or damage to the equipment or your personal belongings, if any.

Swimming Pool

If the selected cottage is equipped with a pool, the same conditions of use as for the spa must be respected by the tenant. The lessor reserves the right to apply an additional penalty (\$) if the rules are not respected. Please refer to the "Spa" section for more information.

Pets

The majority of our cottages do not accept pets, with a few exceptions. Any offender is subject to a penalty of up to \$500 deducted from the security deposit. The owner also reserves the right to evict the offending tenant without notice and without refund.

Some landlords do allow pets with certain restrictions. In this case, a landlord may require a weight limit of 25 pounds per pet and/or a maximum number of pets allowed on site. It is mandatory to declare the presence of each pet at the time of your reservation.

Rules to be followed by a tenant authorized to bring an animal:

- No pets are allowed on the furniture, including beds and couches;
- Outside and inside, excrement must be picked up;
- It is forbidden to leave pets unattended at any time.
- Additional costs caused by breakage and/or additional cleaning by the maintenance crew will be deducted from the security deposit. The landlord reserves the right to determine the amount of the fees incurred. Passion Chalets and the landlord dissociate themselves from any eventuality that could occur to pets during your stay.



Arrival

Regarding the arrival time, you must refer to the rental conditions of the selected chalet on the website www.passionchalets.com. The personalized access code will be sent to you some time before your arrival date. Upon arrival, we recommend you to make a brief inspection of the premises to ensure that the cottage is in good condition and that there are no breakages or missing items in the inventory. If necessary, please notify the person in charge of the cottage to report any discrepancies found. For each of our cottages, there is an assistance service, 7 days a week, at your disposal.

Departure

EAs for the departure time of the chalet, you must refer to the rental conditions of the chalet selected on the website www.passionchalets.com. Furthermore, it is your responsibility to return the keys at the agreed place at the end of your stay. You must also leave the cottage in the same condition as it was when you arrived. Please refer to the "Maintenance" section.





Your comfort,
well-being and
happiness,
is in our nature!

Capacity of the cottage

It is your responsibility to declare the exact number of people who will be on site during your stay. In the event that the number of persons present on the premises is greater than the package paid for or that the maximum capacity of the cottage is not respected, the amount of the security deposit may be withheld in full. Failure to comply with the contract entitles the landlord to evict the tenant and his guests without notice and without refund. For the addition of extra guests, the rates are subject to change. Please refer to the "[Payment Policy](#)," section.

Excessive noise and party

At all times, no excessive noise will be tolerated during your stay at the cottage. You must limit the noise significantly after 11:00 p.m. out of respect for the neighborhood. No large parties exceeding the capacity of the chalet will be allowed. Failure to comply with the contract gives the landlord the right to evict the tenant and his guests without notice and without reimbursement. On vacation, there is always a way to have fun while respecting the code of conduct.

Weapons

No one may use a firearm, a pneumatic weapon, a bow, or a crossbow on private land without first obtaining permission from the landowner or their authorized representative.

Smoking (CIGARETTE, CIGAR, CANNABIS AND VAPING)

All our establishments are non-smoking environments. It is therefore strictly forbidden to smoke or vape inside the chalet. We invite you to move to a suitable distance outside the cottage to smoke. No tolerance will be allowed for the presence of cigarette butts or cigars in any place other than the designated area. Let's pick up our garbage to PROTECT the environment.



Indoor Fireplace

It is your responsibility to use the indoor fireplace safely. It is not permitted to overload it, burn anything other than wood or dry any material near it. For safety reasons, all our cottages are equipped with a fire extinguisher. Upon arrival, it is a good idea to locate the fire extinguisher and learn how to use it. Please refer to the cottage instruction sheet to see if wood is provided.

Campfires

Outdoor campfires are only permitted in the designated area. It is forbidden to move the outdoor fireplaces, as there is a risk of starting a fire. The tenant agrees to respect the conditions established by the municipality, as well as the restrictions in effect established by [SOPFEU](#). In times of drought, it is not recommended to light an outdoor fire. After having finished your warm moment around the fire, make sure that it is completely extinguished before going on with other activities. Please refer to the cottage's instruction sheet to see if outdoor wood is provided.

Fireworks and flying Lanterns

Fireworks and flying lanterns are strictly **FORBIDDEN AT ALL TIMES**, in order to avoid any risk of natural or material danger or danger to others.

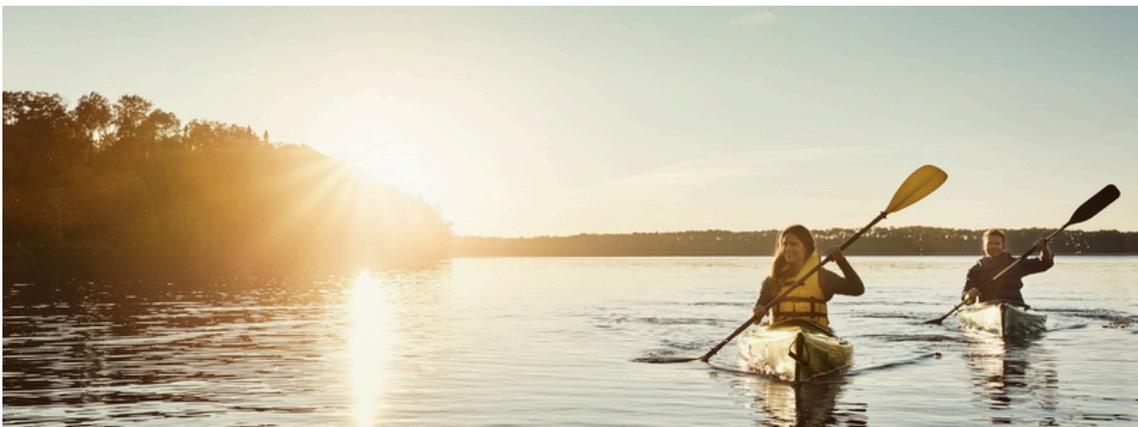
BBQ

To make the most of your stay, if your chalet is equipped with a BBQ, please clean the grill thoroughly after each use. Don't forget to close the valve and all knobs once cooking is finished to ensure safety and prevent any gas leaks. Some BBQs are available from May 1st to November 1st, while others can be used year-round. Please refer to the chalet's instruction sheet to check whether the BBQ is available for 3 or 4 seasons.

Boats

If your cottage is located on a lake or river, it is possible that some non-motorized boats (kayak / canoe / pedal boat / paddle board) are available. In this case, life jackets are provided by the landlord and must be worn. After using these boats, you are responsible for putting them back in the same place. Passion Chalets and the landlord dissociate themselves from any eventuality that could occur during your stay. We strongly recommend that you act in a safe manner and agree with the advice issued by the Lifesaving Society: Near water, think twice.

It is forbidden to launch motorized gasoline-powered boats (boat, watercraft, pontoon boat, etc.), with the exception of a few authorized cottages. Please refer to the outdoor features section on www.passionchalets.com.



A vertical photograph on the left side of the page shows a person relaxing in a hammock strung between two trees in a forest. The person is wearing a blue jacket and is looking towards the camera. The background is filled with tall, thin trees and green foliage.

Game and entertainment tables

Many cottages offer game and entertainment tables for everyone's enjoyment. When it comes to fun, it is important to **pay attention** to the equipment and ensure that it is used properly so that future occupants can enjoy it as well. It is your responsibility to act in a safe and responsible manner at all times.

WI-FI Internet

If your cottage has WI-FI internet, the access code will be on the instruction sheet. Please note that this code will also be posted inside the chalet. If your cottage does not have internet, this is a perfect time to enjoy the benefits of a true connection with nature.

Maintenance

Please note that the cost of standard maintenance is included in your stay. If the cottage is left in poor condition, a penalty (\$) will be deducted from the security deposit. **You do not need to wash the bedding or towels** as this service is provided by the maintenance team. We understand that small mistakes may occur, but it is your responsibility to clean up spills and food spills. **You must leave the premises in the same condition as when you arrived:** the dishes must be cleaned and put away, the furniture and equipment must be in the right place, the lights and windows of all rooms must be closed.

Bedding and towels

Blankets, sheets, pillows and towels are provided by the landlord according to the number of people registered in the contract.

Bedding and towels are provided by the majority of lessors. If the selected cottage does not offer this service, this information will be indicated in the cottage's instruction sheet. To enjoy a memorable experience by the water or in the spa, don't forget to bring your own beach towels.

Inventory

To obtain the inventory of a specific cottage, please refer to its characteristics on the website www.passionchalets.com. For any breakage or theft of inventory, a penalty (\$) will be deducted from the security deposit. Please note that all cottages contain the basic equipment to make your stay enjoyable.

Garbage and recycling

Before leaving, it is imperative that you deposit garbage and recycling in the designated areas outside the cottage. The garbage cans **in all rooms** must be emptied. Make sure that the lids of the garbage and recycling bins are closed tightly so that small animals do not have access to them. They could make a feast of it and leave us with unpleasant surprises...



Access and parking

Our cottages are located in the heart of nature. It is therefore your responsibility to ensure that your vehicle is adapted to the different seasonal conditions. If you are planning to travel with several cars or a trailer, you must find out beforehand if the cottage parking lot has enough space. Please note that some cottages may have an exterior surveillance camera system to ensure the security of the premises and equipment. It is forbidden to disconnect or alter the security devices.

Camping

It is strictly **forbidden** to camp on the reserved cottage grounds. No camping equipment (tent, tent-trailer, trailer, motor home) will be tolerated.

Covid-19

At all times, the tenant must comply with governmental orders and decrees related to Covid-19. It is your duty as a citizen to comply with applicable public health notices.

Rest assured, all maintenance crews clean and disinfect the cottages following the COVID-19 health guide protocol suggested by the tourist accommodation.

Force majeure cancellation policy related to covid-19

Since the consequences of COVID-19 are no longer unforeseen or unexpected, the usual cancellation policy applies, unless one of the following governmental prohibitions would apply:

- A government restriction on inter-regional travel
- A government restriction on short-term rentals

In one of these situations, it will be possible to obtain a credit note, equivalent to the amount paid, in order to be able to postpone your stay for 1 year.

Please note that municipal by-laws are an integral part of the rental agreement and must be observed.

For the purpose of this rental contract, Passion Chalets acts as an agent, exclusively on behalf of the owner, and will not be held responsible in any way to the tenant.

All rights reserved to Passion Chalets. Any total or partial reproduction of the present contract is forbidden.

Thank you for choosing **PASSION CHALETS**
as your nature destination!



For each rental,
a tree is planted.

In collaboration with  **ONETREEPLANTED**

Annex - By-laws

All tenants must respect the terms and conditions of the rental contract, as well as all municipal regulations applicable to the chalet reserved.

LANAUDIÈRE

Chertsey

Regulatory Sign Tourist Residence - Sheet #3 :

<https://passionchalets.com/wp-content/passion-chalets/annexe-reglements-municipaux-chertsey.pdf>

Mandeville

By-law #391-2023 : <https://passionchalets.com/wp-content/passion-chalets/annexe-reglements-municipaux-mandeville.pdf>

St-Côme

By-law #657-2021 : [https://passionchalets.com/wp-content/passion-chalets/appendix-by-law-657-2021\(st-come\).pdf](https://passionchalets.com/wp-content/passion-chalets/appendix-by-law-657-2021(st-come).pdf)

Municipality of St-Côme :

<https://www.stcomelanaudiere.ca/tourisme/saint-come/residence-de-tourisme>

MAURICIE

Lac-à-la-Tortue

Charte de règles - Ville de Shawinigan :

<https://passionchalets.com/wp-content/passion-chalets/annexe-reglements-municipaux-lac-a-la-tortue.pdf>

Sainte-Thècle

By-law #398-2023 : [https://passionchalets.com/wp-content/passion-chalets/annexe-reglements-398-2023\(sainte-thecle\).pdf](https://passionchalets.com/wp-content/passion-chalets/annexe-reglements-398-2023(sainte-thecle).pdf)