

Terms and Conditions of Sale

1. General

SAS CITY'O is an incorporated company with a variable share capital, headquartered at 16 rue Portalis – 75008 PARIS, and registered with the RCS number 899 529 549 in Paris. The use of websites owned by SAS CITY'O and the purchase of accommodation services offered by SAS CITY'O imply the full acceptance of these General Terms and Conditions of Sale by the customer and their acceptance in full.

2. Prices and Availability

The displayed prices are valid on the requested date and for the maximum occupancy of the accommodation. Availability is published in limited quantity. Technical glitches may display availability for accommodation that is not actually available. In such cases, SAS CITY'O will contact the customer promptly and inform him of the unavailability of the accommodation. SAS CITY'O will refund the amount paid by the customer.

Prices are subject to errors or omissions. In the event of a pricing error or omission, the customer can, after being notified:

- either terminate the reservation, and only the amounts paid to SAS CITY'O will be refunded, excluding any other compensation;
- or accept the modified terms. The customer then accepts the changes and the price increase, waiving any claim regarding modifications to the reservation.

3. Booking Terms

A minimum deposit of 30% of the total amount of the accommodation guarantees the booking conditions. The customer has to settle the balance 30 days before the start of the stay. In the absence of payment of the balance, the reservation may be canceled without the customer being able to recover the amounts initially paid. Any modification to this reservation (dates, number of people, location of the stay, type of accommodation) will result in transfer fees at a flat rate of €30. However, no modification will be accepted without proportional cancellation fees during the 30 days before the arrival date.

Any reservation made within 30 days before the arrival date must be paid in full.

A reservation can be put on hold for a maximum of 5 days, the time needed to send the deposit payment by bank check or holiday voucher. Beyond 5 days, the option will be automatically canceled, and the customer will not be entitled to any claim.

4. Order Confirmation

According to Article L. 121-20-4 of the Consumer Code, the right of withdrawal does not apply. Once the reservation is validated, the customer will receive an email confirming the order to be kept carefully; it contains all the information related to the reservation. The reservation voucher must be presented in paper form at the residence reception desk on

the day of arrival. No service will be provided to the customer by the reception staff if the presentation of the reservation voucher is done in a format other than paper, such as on a smartphone. SAS CITY'O disclaims any responsibility in case the customer fails to handle the travel documents.

5. Payment Terms

The customer must provide, at the time of booking, the credit card number and its expiration date. Accepted credit cards are: Carte Bleue, VISA, Mastercard, and American Express.

The customer authorizes SAS CITY'O to use their payment card for the payment of the deposit and the balance of the stay. The customer agrees, for any reason, not to oppose the validated reservation transaction.

SAS CITY'O does not retain any credit card numbers. No automatic debit is made.

The customer also has the option to pay the deposit by bank transfer, bank check (made out to SAS CITY'O), or holiday vouchers (ANCV). Other checks not included in this list will be rejected and returned to the customer. These holiday vouchers must be sent by registered mail with acknowledgment of receipt to the company SAS CITY'O – Caen Establishment: 1 Quai Eugene Meslin – 14000 CAEN. The balance will be collected 30 days before arrival at the appart hotel.

Important information: If the customer has made the payment for its accomodation by credit card, bank check, or bank transfer, it cannot later request the use of holiday vouchers in place of payments originally made by credit card, bank check, or bank transfer. If the customer sends their checks by mail for this type of request without having previously informed SAS CITY'O, SAS CITY'O is entitled to reject this request and return the holiday vouchers to the customer by mail.

6. Cancellation Conditions

Booking and transfer fees (i.e., any modification of the reservation) are non-refundable. Cancellation fees are calculated based on net prices:

Reminder of cancellation conditions:

- €30 in case of termination more than 30 days before the start of the stay.
- 25% of the total amount in case of termination between 29 days and 22 days before the start of the stay.
- 50% of the total amount in case of termination between 21 days and 14 days before the start of the stay.
- 75% of the total amount in case of termination between 13 days and 6 days before the start of the stay.
- 100% of the total amount in case of termination less than 5 days before the start of the stay or in case of non-presentation on the day of arrival. Any stay interrupted or shortened, for any reason, will not be refunded. Any cancellation must be communicated in writing to SAS CITY'O, with the date of receipt determining the

date of the cancellation request. Any reserved and paid service that has not been used or has been partially used will not be refunded or exchanged for any reason.

7. Rental and Occupancy Conditions:

Before the inventory is taken, occupants must return the furniture, objects, and furnishings to their original positions upon arrival. The tenant undertakes to return the accommodation in perfect cleanliness, either by cleaning it themselves or by having it cleaned. Occupants must absolutely refrain from throwing objects that could clog the pipes, such as sinks, bathtubs, sinks, toilets, etc. Otherwise, they will be responsible for the costs incurred to restore these devices to service. The deposit, which is deposited upon arrival, is refunded, unless any damages observed, insufficient cleaning, or delay in returning the keys.

Occupants must strictly adhere to the internal regulations. In case of manifest disturbances caused to other customers, SAS CITY'O reserves the right to seek compensation.

Animals of any kind are not allowed on the premises. Any violator will be immediately asked to leave the residence without any possible refund for the remaining stay.

Occupants cannot claim any rent reduction or compensation in case of urgent repairs that are the responsibility of the owner and must be carried out during the stay. Occupants cannot claim a refund for their stay pro rata for the week in case of early departure for any reason. Occupants must live in a respectable manner in the rented premises and must respect the calm and sleep of other residents. SAS CITY'O cannot be held responsible for any noise disturbances from neighbors, thefts, and damages. The customer must report these issues to the competent authorities. Under penalty of termination, occupants cannot, in any case, sublet or transfer their rights under this contract without the express and written consent of the host.

Tourist regions are always in development; the environment may be affected. SAS CITY'O cannot be systematically informed, nor held responsible for all work, constructions, events, and events undertaken, either by individuals or by public authorities, during the season, in the residences. However, to the extent that SAS CITY'O is informed of events or work causing significant nuisances, the tenant will be informed.

Accommodations are equipped for tourist stays. Published photographs provide an illustration of the accommodations but are not contractual. The chosen rental may not correspond exactly to the illustrations. The same applies to the descriptions of the accommodations (size, layout...), which are made by type, implying that for two accommodations of the same type, there may be some small differences that are not substantial. SAS CITY'O strives to provide the most accurate descriptions of all offered rentals. All descriptions, visuals, illustrations, and photographs published by SAS CITY'O and on its websites are provided by partner hosts who authorize their full exploitation. SAS CITY'O will not be held responsible for any copyright claims and cannot be subject to legal action.

In the descriptions, the maximum number of beds for each type of accommodation is specified. The customer is required to respect the maximum capacity and will be solely responsible for any disputes arising on-site in the event of occupancy exceeding the maximum capacity. Please inquire with SAS CITY'O's customer service.

During the low season, the offered services may be fewer. The game room and restaurant will generally be open but may have limited choices and hours. However, in case of cleaning, maintenance, low attendance, or any other incident beyond SAS CITY'O's control, these services may not be available.

In the exceptional unavailability of the accommodation, a refund will be provided. SAS CITY'O cannot be held responsible, and the customer cannot claim any complaint.

8. Security Deposit

Mandatory security deposits may be required on-site, especially for some services. The customer will enter into a direct agreement with the relevant service providers and will be solely responsible for the proper use of the goods and services allocated under this guarantee.

9. Late Arrival

When the tenant does not show up or in the case of delayed arrival, neither SAS CITY'O nor the residence manager can be held responsible or bear the reimbursement of possible hotel overnight stay expenses. If the customer cannot arrive at the specified times, they must contact the residence and agree on a day and/or time of arrival. The same conditions apply for an early departure.

10. Complaints

Occupants must inform the reception desk of any anomalies within 24 hours of taking possession of their apartment. During the stay, any complaints must be made directly on-site to the manager to avoid inconveniences throughout the stay. After the stay, a written complaint in French, English, or Spanish only (by registered mail with acknowledgment of receipt) can be made within a maximum period of 15 days. No complaint will be admissible beyond this period. Any complaint not reported to the on-site site managers will not be taken into account and will not entitle to any compensation.

In the absence of a satisfactory response within a period of 1 month, the client may refer the matter to the Tourism and Travel Mediator, whose contact details are as follows:

Postal address: Tourism and Travel Mediation

BP 80 303 75 823

Paris Cedex 17

Website: www.mtv.travel

Since SAS CITY'O is not the owner of the accommodations, the information provided to tenants about the accommodations and services complies with the indications of the hosts: in the event of possible changes during the season, SAS CITY'O cannot be held responsible.

11. Specific Request

If the tenant has a specific request (ground floor apartment, for example), SAS CITY'O will communicate this to the residence reception desk at the time of booking: requests are satisfied as much as possible but cannot be guaranteed "if possible but not guaranteed."

Some establishments are equipped to accommodate people with reduced mobility. A prior request must be sent to SAS CITY'O for approval. It is very important to mention the disability at the time of booking. Without this specification, SAS CITY'O declines all responsibility, and no complaint will be considered upon the client's return if the facilities are not suitable for their needs.

12. Promotional Offer

The customer cannot take advantage of a promotional offer that occurred after their reservation, except for additional accommodation. Promotions are not retroactive. Promotional offers on consecutive weeks cannot be combined with punctual weekly promotions.

13. Confidentiality Guarantee

In accordance with the Data Protection Act of 6/1/1978 (Art. 27), the customer has the right to access, rectify, and retract the provision of data concerning them. The personal information provided to SAS CITY'O when making a reservation (contact details, address, email, etc.) is exclusively used to provide the requested service, manage their stay file, and collect their evaluation. While guaranteeing the utmost confidentiality, SAS CITY'O undertakes not to disclose or market any information concerning the customer to third parties.