

## **Q&A**

### **THE ESTATE**

#### **What is the exact address of the apartment ?**

The address of your apartment is indicated in your confirmation email. It is also located on the neighborhood map.

#### **Is it better to book through our website?**

Yes because we guarantee a lower stay price than the platforms on which we are visible

#### **Are household linen (bed linen, bath towels and tea towels) provided?**

Yes, you will find in our apartments all the necessary household linen for each occupant.

#### **We come to 2 and wish 2 beds is possible?**

Yes it is possible for an extra charge on your stay of 8 euros for the cleaning costs.

The babies are:

Children under 2 years stay free in the apartment. We provide a cot and a duvet. Baby bed sheets are provided by the tenant (or extra charge of 8 euros for the supply of sheets)

#### **What information do you offer about the area?**

We ask each customer if they know the city. We take our time on site to explain the good plans (visits, restaurants, bars, museums, shopping, etc.)

Can we cook something?

All our apartments have a kitchen all very well equipped: fridge freezer, dishwasher, kettle, washing machine, ironing board, 2 coffee machines including a nespesso

Are pets allowed?

Although we respect our friends the beasts, they are not allowed in our apartments

Can I smoke in the apartment?

With respect, our apartments are non-smoking.

#### **Do apartments have an Internet connection?**

They all have an internet connection

#### **Is Netflix available?**

Yes if you have your own code. Be careful to disconnect when you leave.

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**Are there any commonly used products in the apartment?**

In our apartments, we plan to make you feel at home: shower gel, sponge in your kitchen, tea towel, sopalin and toilet paper. We leave in the apartments the common products left by our customers: salt, pepper, oil... In the refrigerator you will find a bottle of water and a bottle of craft beer offered by our brewery according to our stock.

**Dishwasher and washing machine**

All our apartments have a dishwasher with products and a washing machine. We do not supply washing products except products left by customers .

**Can you visit the accommodation before booking?**

No, it is not possible to visit it except in exceptional cases. We invite you to look at the reviews on the booking platforms (booking, airbnb, expeditions, Abritel..)

**MAKE A RESERVATION****How to book an apartment?****Book your apartment online in a secure way:**

1. Indicate your dates, the number of people, and possibly the sector you are looking for in the search engine. Select an apartment available. The reservation is made from the personalised form of the apartment
2. Complete the booking form with your personal information. Once validated, the apartment will be pre-booked

A deposit of 200 euros via your credit card will be requested and will serve as both a guarantee and confirm your reservation

### **Is my reservation directly confirmed ?**

Yes, your reservation is confirmed directly after the deposit with your credit card. You will then receive by email the confirmation of your reservation which serves as your rental contract. Please note that this deposit is not used as a payment and will not be charged to your account. Consult us if you wish to book by bank transfer or cheque.

### **Can I change or cancel my reservation ?**

If you wish to modify your reservation, you must contact us in order to make the change live. If you wish to cancel your reservation, you must contact us in order to proceed with its cancellation. The latter is free if it is carried out 15 days before arrival and will be 50% of your stay between 15 days and the day before your stay. The deposit will be retained in case of cancellation the day before or the day of your arrival. We remind you that payment with a prime or gold card allows you to be reimbursed the amount of the cancellation charges. More information in our rental terms and conditions.

### **Is an invoice or receipt provided for my rental ?**

You will receive your invoice paid on the day of your arrival by paper or email after payment of your stay.

### **Why can't I make a reservation ?**

It is possible that our schedules are not open. In this case you can contact us directly.

### **What name should I put on the rental agreement ?**

You must put the name of the person who will actually occupy the dwelling and who will be responsible for renting. It must be a natural person. At the time of booking, you will be able to enter your company's details if you want the invoice to be put in its name.

## PRICE AND PAYMENT

### **Which means of payment are accepted for the reservation ?**

The deposit confirms the reservation and will be required very quickly after your request by our reservation system

### **Can the balance on arrival be paid by credit card ?**

Yes except for escalille la Travia either by cheque, cash or transfer 8 days before arrival

### **When is the security deposit (surety) returned ?**

By credit card, the deposit ends 2 days after the end of your stay

### **Do we have to pay a tourist tax ?**

Yes, it will be added to the total amount of the stay. It is degressive according to the number of people. Visit the agglomeration website at <https://taxedesejour.lillemetropole.fr/simulation.php>  
Is credit card payment secure?

### **Is credit card payment secure ?**

Payment is made on arrival when you arrive by credit card using our secure monetizo system  
<https://www.monetico-mobile.fr/materiel.html#appli>

### **Where do I park my car ?**

You have parking near the apartments: Old Lille car park (26.4 €/day near the Travia, and Voltaire and parking from the new century to the Royale (16.9€/day). We have a parking space for our 3 apartments and it is available for rent at 11 euros per day. Do not hesitate to make the request when making your reservation.

## DURING YOUR STAY

### **Is it possible to have a cleaning service?**

No there is no cleaning service, we ask to leave the apartment clean, the kitchen tidy and the dishwasher emptied of its contents.

### **What to do if there is a problem with my home ?**

If there is a problem with your accommodation or possible damage, contact your contact person as soon as possible. The number can be found on your apartment booking confirmation email.

## **DEPARTURE**

### **What time is the departure ?**

The departure time is 11h . If the apartment is not rented on the day of your departure, you can stay until 15h

### **Do we have to clean the apartment ?**

Yes and no, the apartment must be made clean. For hygiene reasons, the kitchen must be left clean and tidy (dishwasher and refrigerator included).

The cleaning of household linen is not the responsibility of the tenant.

### **Escallile.**