

Contract for the provision of services

2017/2018 season

**Between the undersigned:**

|  |
| --- |
| The company ÔMAJOR SERVICES, a simplified single shareholder company with capital of five thousand euros (5,000 euros) whose head office is located at Avenue du stade, Les Jardins du Rochefort, 73700 Bourg-Saint-Maurice, registered with the Chambéry Trade and Companies Register under number 830 731 956, owner of the site [www.o-major.com](http://www.o-major.com/), registered with the French National Commission for Data Protection and Liberties on 12 July 2017 and whose brand Ômajor is registered with the French National Institute of Industrial Property under number 4374219.Represented by Mr Thierry Wies, duly authorised as founder and chairman. |
| Surname: | Wies |
| First name: | Thierry |
| Address: | 43 bis avenue Reille |
| Post code: | 75014 |
| Town:  | PARIS - FRANCE |
| Telephone: | +33 (0)6 333 89 888 |
| Email: | thierry.wies@o-major.com  |
|  |  |
| Hereinafter referred to as “ÔMAJOR SERVICES” |
|  |  |

**On one side,**

**And**

|  |
| --- |
| The client concerned by this Service Contract: |
| Name: |   | Discount code: | LAUNCH2017 |  |
| First name: |   |  |  |
| Address: |   |  |
| Post code: |   | Town: |   |  |
| Country:  |   | Telephone: |   |  |
| Email: |   |  |  |
| Hereinafter referred to as the “OWNER” |

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| --- |
| Details about the property concerned:  |
| Resort: | ARC 1950 LE VILLAGE |  |
| Building: |   |  |
| Floor: |   |  | Apartment number:   |   |  |
| Property type:  | [x]  Apartment  |  |  [ ]  Chalet/house |  |  |
|  | [ ]  Other:  |   |  |
| Style: | [ ]  One floor [ ]  Two floors [ ]  Three floors |
| Chimney: | [ ]  Yes [ ]  No |
| Means of access: | [ ]  Keys [x]  magnetic card |
| Hereinafter referred to as the “PROPERTY” |

**On the other side,**

Hereinafter referred to individually or collectively as the “Party” or “Parties”,

**The following has been agreed and decided upon**

The purpose of this Contract is to define and determine the terms and conditions according to which ÔMAJOR SERVICES agrees to implement the Services for the benefit of the OWNER and for which the OWNER agrees to pay ÔMAJOR SERVICES the payment defined in this Contract.

1. Applicable Law and Jurisdiction

This Contract is exclusively subject to French law.

In the event of a dispute between the Parties relating to this Contract, its interpretation and/or its execution, and in the absence of an amicable resolution, the Parties shall, by mutual agreement, assign jurisdiction to the competent courts of Paris.

1. Duration of the contract

This Contract will come into effect on 1 November 2017 for a period of one (1) year, until 1 November 2018.

1. Terms and conditions of execution of the Services
	1. Definitions of the Services

The OWNER may entrust ÔMAJOR SERVICES with a set of tasks relating to the implementation of the Services, including but not limited to (hereinafter the "*Services*"):

* carrying out end-of-stay cleaning;
* carrying out interim cleaning, during the week;
* maintenance and deep cleaning during the off-season;
* hiring out sheets, towels, bath mats, robes (including laundry and ironing/folding for sheets);
* more broadly, the provision of concierge services.

The Services and the terms and conditions of implementation are further detailed in APPENDIX 1: Details of the Services.

* 1. Location of the Services

The Services provided as part of the Contract will be carried out in the OWNER'S PROPERTY.

The OWNER gives permission to ÔMAJOR SERVICES to access the PROPERTY solely to carry out Services. In the event that ÔMAJOR SERVICES must go through a central office to be able to have the means of access (eg: Pierre & Vacances - Arc 1950 with magnetic badges), requests will be sent in advance by email, with the OWNER copied in.

* 1. Creating an Order

For any Order, the OWNER must:

* + either log on to the site <http://www.o-major.com/> and go to the customer area to submit a request;
	+ or send an email to the address “order@o-major.com”, attaching a completed Excel spreadsheet (see APPENDIX 4: Order form).

For confirmation of the Order:

* + The Order must reach ÔMAJOR SERVICES within four (4) days prior to the date of work, to enable our teams to schedule the work at the apartment;
	+ If sent less than four (4) days prior, a price increase will be applied to deliver the Service (see APPENDIX 2: 2017 - 2018 season price list).
	1. Cancelling an Order

Cleaning and laundry hire Services must be cancelled by the OWNER at least seventy-two (72) hours before they are to be carried out. For cancellation within seventy-two (72) hours prior to the service, fifty (50) percent of the price of the Service will be withheld and charged.

* 1. Monitoring Services

ÔMAJOR SERVICES ensures systematic monitoring, following each Service, to ensure that work has been successfully completed. This operational monitoring is intended to guarantee the quality of the Services offered to the OWNERS in accordance with the Contract.

ÔMAJOR SERVICES provides the OWNER with details about how Services are carried out. The information is published on [www.o-major.com](http://www.o-major.com) in the customer area, not more than seventy-two (72) hours after the Service.

* 1. Significant dirt or wear-and-tear

In the event that ÔMAJOR SERVICES notes wear-and-tear or a level of dirt which compromises the quality of the Services or prevents the Services from being carried out successfully, ÔMAJOR SERVICES will provide the Services which it has agreed to undertake but may be forced to charge for a supplementary Service. The amount charged will be based on the time and resources required in addition to the initial service. This amount cannot exceed fifty (50) percent of the price of an end-of-stay cleaning service.

ÔMAJOR SERVICES will have to provide the OWNER with justification to prove the “significant dirt or wear-and-tear”, relying in particular on the use of photographs.

* 1. Additional work

Additional work may be carried out. They will then be the subject of an Order by the OWNER and a quote by ÔMAJOR SERVICES which will then be submitted for approval by the OWNER before the work begins.

* 1. Complaints

Any complaint must be addressed by post to: ÔMAJOR SERVICES, Avenue du stade, Les Jardins du Rochefort, 73700 Bourg-Saint-Maurice or on the site [www.o-major.com](http://www.o-major.com) in the “Contact us” section.

* 1. Non-solicitation

The OWNER is prohibited from directly or indirectly hiring ÔMAJOR SERVICES’ staff who have worked at the OWNER’s home. The ban is valid for a period of twelve (12) months from the last date of work by ÔMAJOR SERVICES for the OWNER.

1. Commitments of the parties
	1. The OWNER

The OWNER agrees to pay ÔMAJOR SERVICES the amount owed in accordance with the conditions defined in APPENDIX 2: 2017 - 2018 season price list.

The OWNER will inform ÔMAJOR SERVICES as soon as possible about any work or new equipment which could have an impact on the Services for which ÔMAJOR SERVICES is responsible.

The OWNER will provide ÔMAJOR SERVICES with all the documentation in his/her possession necessary for Services to be carried out successfully.

It is understood that ÔMAJOR SERVICES can in no way be held liable in the event of the OWNER's failure to fulfil one of the obligations defined above and having prevented ÔMAJOR SERVICES from operating in the normal way.

* 1. ÔMAJOR SERVICES

As a professional, ÔMAJOR SERVICES agrees to:

* carry out Services in accordance with the rules of professional ethics and professional quality standards;
* be obliged to provide information, alert and advice, for the duration of this Contract, in relation to the OWNER;
* carry out Services within the agreed timeframes;
* comply with all the regulations applicable to its activities and to the Services carried out when executing this Contract. In this respect, it declares that it has all the necessary accreditation and administrative authorisations;
* adapt the Service in accordance with AFNOR Certification’s specifications.

ÔMAJOR SERVICES shall be solely responsible for the human, logistical and material resources needed ensure the proper performance of Services and shall not be entitled to any remuneration other than that referred to in this Contract.

ÔMAJOR SERVICES declares that it holds all necessary authorisations, registrations and administrative approvals and agrees to ensure that they remain in force for the duration of this Contract.

ÔMAJOR SERVICES declares that it is currently fully compliant with the legislation concerning employee safety and, where appropriate, environmental regulations.

The company ÔMAJOR SERVICES may freely resort to any form of transfer, delegation or substitution and/or subcontracting without the OWNER's prior consent for the performance of Services, with ÔMAJOR SERVICES being responsible in any event for carrying out Services, whether directly or indirectly.

For the duration of this Contract, the use, management and monitoring of Services shall be ÔMAJOR SERVICES’ sole, full and entire responsibility. ÔMAJOR SERVICES shall take all relevant and necessary measures to prevent any potential damages.

1. Financial conditions
	1. Prices

The prices applicable to this Contract are given in APPENDIX 2: 2017 - 2018 season price list. These prices are fixed for the duration of the Contract.

* 1. Referrals

By express agreement, in order to remunerate a contribution to turnover through a number of income-generating projects for ÔMAJOR SERVICES by the OWNER, ÔMAJOR SERVICES may implement referral campaigns for the contribution of each new customer.

Each new customer must specify the referral code/discount code on the Contract which he/she will sign with ÔMAJOR SERVICES and will be approved as a “Referred customer” once he/she has ordered his/her first cleaning Service with ÔMAJOR SERVICES.

Once the status of “Referred customer” has been approved, the new customer will benefit from a credit note which will be automatically applied to the next invoice provided by ÔMAJOR SERVICES. On this occasion, the “Referrer” OWNER will also benefit from a credit note.

The terms and conditions, including the value of the credit notes, will be communicated during the referral campaigns. ÔMAJOR SERVICES is the sole decision-maker as to the number, period and frequency of these campaigns.

* 1. Taxes

Prices include all taxes and include the supply of labour, materials, cleaning products and other consumables for the proper performance of Services.

* 1. Payment for Services

The services offered by ÔMAJOR SERVICES will be charged to the OWNER at the end of the month; payment will be made by secure direct debit on the 16th of the following month.

**Principles of debiting**

Pursuant to Decree No. 2013-346 published in the Official Gazette on 25 April 2017, referring to the mentions related to invoicing, the terms of reference for invoicing and the terms and conditions of electronic invoicing, ÔMAJOR SERVICES has set up a SEPA secure direct debiting service[[1]](#footnote-1) in partnership with the BNP Paribas bank.

Thus, by signing this Contract, the OWNER authorises ÔMAJOR SERVICES to regulate the payment of invoices due by SEPA direct debit in euros. For this purpose, "BNP Paribas - Securities Services" will be authorised to send instructions to the OWNER'S bank to debit his/her account and the OWNER's bank will proceed to debit the account in accordance with the instructions from "BNP Paribas - Securities Services".

In accordance with the regulations, the OWNER will be informed by email of each direct debit 15 days before the operation (ie the 1st of each month). Notice of the direct debit is also available on the website <http://www.o-major.com> in the customer area. The OWNER can, at any time, for a period of 8 weeks after the date of the direct debit, reject the latter. He/she will have to contact his/her bank to approve the terms and conditions.

**Advantages of electronic payments:**

* + Simplicity: once both parties have agreed, payment for Services (in France and abroad in the SEPA area) is made quickly, without having to send any bank or card details;
	+ Flexibility: the OWNER can enable different notifications allowing him/her to be reassured about the invoicing process (on the site <http://www.o-major.com>);
	+ Electronic: the transaction and any follow-up (estimates, invoices, payment history) are available as digital versions on the site <http://www.o-major.com>;
	+ Secure: transactions are made via the BNP Paribas bank using the Netcash platform;
	+ Refund: the OWNER has the right to be refunded by his/her bank in accordance with the conditions described in the agreement which he/she has signed with the bank. A refund request must be submitted within 8 weeks of the date of debit of the account for an authorised direct debit.

**Miscellaneous**

Any request for information concerning invoices and subsequent payments, including orders or objections to paying, must be the subject of communications with ÔMAJOR SERVICES’ accounting department at the following email address: accounting@o-major.com, including the Order number and the invoice number, which are to be specified in the subject of the email.

1. Executing the Contract
	1. Carrying out Services

For an end-of-stay cleaning service, two (2) employees travel to the property where the Service is due to be performed, to carry out their cleaning work in accordance with the programme as defined by ÔMAJOR SERVICES. End-of-stay cleaning services are carried out between 10am and 4pm on Saturdays.

On site, one or two housekeepers will monitor the work carried out to check that it is being done well and, if necessary, to offer a complementary Service (at ÔMAJOR SERVICES’ expense) to achieve the expected result. Using a remotely connected tablet application, on-site information is shared internally and published on the site <http://www.o-major.com> in the OWNER’s customer area.

For interim cleaning during the week, the process is the same but there is no quality control because of the limited nature of the work.

For cleaning during the off-season, the team and the tasks are adapted but the process remains the same overall.

For maintenance work, a technical manager visits the property and notes the work to be carried out. An assessment is made and is sent to the OWNER by email within seventy-two (72) hours. The assessment is sent, where appropriate, along with an estimate and a potential date for the work to be carried out.

* + If, following the assessment, the cost of the work is less than 150 euros, the work will be started without delay, during the visit to the property (thereby avoiding transportation costs) and the invoice will be sent to the OWNER for payment;
	+ If, following the assessment, the work is urgent, the OWNER will be immediately contacted by telephone to establish the terms and conditions for the work to be undertaken;
	+ For any maintenance work costing more than 500 euros, a deposit of 30% will be required before carrying out the service;
	+ In the same way as for cleaning, a check will be made following any work to confirm that it has been carried out successfully. A report on the work carried out will also be published.

The information will be published in the OWNER’s profile on the site <http://www.o-major.com>.

* 1. Loyal behaviour and good faith

The parties agree to always behave loyally towards one another as partners and in good faith and, in particular, to inform the other of any difficulty they may encounter in the execution of this Contract, particularly regarding customers.

* 1. Termination

**Termination for cause**

If either Party fails to comply with any of its contractual obligations under the Contract, the other Party is legally entitled to terminate this Contract. This termination shall take effect thirty (30) days after formal notice by the non-defaulting Party, by registered letter with acknowledgment of receipt, if such non-performance has not been remedied during that period and without prejudice to damages to which the other Party may be entitled.

**Non-performance of obligations and force majeure**

The parties shall not be liable for the non-performance of their obligations if this non-performance results from a case of force majeure.

In any other case of the parties’ total or partial non-performance of their obligations, the liability of the defaulting party shall be incurred.

The termination of the contract shall not prejudice the obtaining of damages for the damage suffered which may be claimed by one party as a result of the non-performance by the other of its obligations.

The following shall be considered as cases of force majeure, if they cause one of the parties to be unable to fulfil their obligations:

- cases of war, widespread mobilisation, military occupation, civil riots;

- declared natural disasters;

- cases of fire, flooding, mechanical and electrical damage, to such an extent that their consequences cannot be compensated by the means normally available to the aforementioned companies;

- as well as all other cases of force majeure generally recognised as such and not listed above.

Made in Paris on 03/09/2017 in two original copies, including one given to the client (add “Read and approved. Signed and agreed” before signing).

ÔMAJOR SERVICES OWNER

Mr Thierry Wies Mr

President

1. Appendices
	1. APPENDIX 1: Details of the Services

**Off-season assessment: Management for the season + Deep clean + Maintenance**

This service is OBLIGATORY during the first year to be able to implement quality monitoring and remote management on [www.o-major.com](http://www.o-major.com).

If there is a period of inactivity, this full assessment acts as a benchmark so that the property and changes to it can be monitored during the coming season. During the season, reports of any work carried out will make reference to this report to inform you of any differences (e.g. the disappearance of valuable equipment, any wear-and-tear observed, etc.). The OWNER will be informed of the scheduling of work which will generally take place between October and December.

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| Implementation of management for the season |
|  | Recording the apartment’s specific featuresInventory at the start of the seasonMaintenance report and maintenance recommendationsAdjustment to Services, depending on the PropertyAdjustment to checks, depending on the PropertyAdjustments to the report on any work carried outPlanning and organising work |
|  | Quality control of each serviceAdministrative management for the season |
|  | Access management for any work in the building |

Deep cleaning

|  |  |
| --- | --- |
| Kitchen | Cleaning/vacuuming the floorDeep cleaning the cupboards and cupboard doors |
| Cleaning light fittings, radiators, switches, sockets, doors, skirting boards |
| Deep cleaning the worktop, sink, splashback, taps |
| Deep cleaning the hob, fridge/freezer, dishwasher |
| Deep cleaning the oven, microwave, extractor hoodFull cleaning and tidying away of dishes and kitchen accessories |
| Deep cleaning the cupboards and cupboard doors |
| Cleaning and disinfecting the bin |
| Descaling the kettle, coffee makerDeep cleaning the air vent (mechanical ventilation) |
| Bathroom | Cleaning/vacuuming the floorDeep cleaning the cupboards and cupboard doors |
| Cleaning light fittings, heated towel dryer, switches, sockets, doors, skirting boards |
| Deep cleaning the bath, shower, shower screen, etc. |
| Deep cleaning the basin, taps, mirror |
| Deep cleaning the mirror, air vent (mechanical ventilation) |
| Cleaning and disinfecting the bin |
| Toilet | Cleaning/vacuuming the floorDeep cleaning the cupboards and cupboard doors |
| Cleaning light fittings, radiators, switches, sockets, doors, skirting boards |
| Deep cleaning the toilet (bowl, seat, sides), toilet brushReplacing toilet paperDeep cleaning the air vent (mechanical ventilation) |
| Bedrooms | Cleaning/vacuuming the floor (including under the beds)Deep cleaning the cupboards and cupboard doors |
| Cleaning light fittings, radiators, switches, sockets, doors, skirting boards |
| Tidying away bedding, duvets and pillows |
| Washing bed protectors |

|  |  |
| --- | --- |
| Living room | Cleaning/vacuuming the floor (including under furniture)Deep cleaning furniture, cupboards and cupboard doors |
| Cleaning light fittings, radiators, switches, sockets, doors, skirting boardsVacuuming the sofa and armchairsCleaning the TV |
| Miscellaneous | Cleaning the apartment’s windows, inside and out |
| Airing and reorganising the apartment |
| Cleaning the chimney1 |
| Cleaning the ceilings and walls |
| Sweeping the balcony/terrace and washing the garden furniture |
| Cleaning the doors, door handlesPicking up any forgotten items2 |
| Management | Administrative management for the seasonComplete assessment of the apartment, recommendationsQuality control by the housekeeper, reports of work carried out over the season |

Please note:

 1 ÔMAJOR SERVICES only provides internal cleaning including the chimney and the windows. Chimney sweeping is not included but can be offered as a separate Service (see APPENDIX 2: 2017 - 2018 season price list).

2 All items forgotten and picked up by ÔMAJOR SERVICES will have to be stored and made available to ÔMAJOR SERVICES to be given back to customers and residents.

|  |
| --- |
| Technical maintenance |
|  | Checks of the apartment's various systems (water and electricity, heating, insulation, etc.)Functional checks (household appliances, TV, doors, handles, etc.)General and technical recommendations for the PropertyQuotes for the provided recommendationsCarrying out small jobs (one hour maximum) |

This in-depth maintenance will also make it possible to create an in-depth picture of the property, with footage being taken for the first work to be carried out, the creation of a floorplan of the apartment, water/electricity meter readings (to monitor usage during the season), etc. This information will be added to your profile on [www.o-major.com](http://www.o-major.com) and will also be used to create a monitoring process which is specific to your apartment.

ÔMAJOR SERVICES provides you with recommendations and, if necessary, a maintenance action plan to avoid future incidents. This action plan may be accompanied by an estimate to help you to make a quick decision as to what to do next.

This action plan will distinguish between the types of work in the following way:

* Preventive: repairs to anticipate wear-and-tear which could lead to major work (eg changing the seal), not urgent;
* Palliative: one-off repairs to resolve a situation in the short-term (until the end of the season), quite urgent;
* Corrective: repairs requiring work as soon as possible, very urgent.

**End-of-stay cleaning**

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| --- | --- |
|  | Planning and organising work |
|  | Quality control of each service |
|  | Creating and sharing a report on any work carried out |

|  |  |
| --- | --- |
| Kitchen | Cleaning/vacuuming the floor |
| Cleaning the worktop, sink, splashback, taps |
| Cleaning the hob |
| Cleaning the fridge/freezer |
| Cleaning and unpacking the dishwasher |
| Tidying up the worktop, tidying away clean dishes1 |
| Deep cleaning the oven, microwave |
| Removing perishable goods |
| Cleaning the cupboards and cupboard doors |
| Bathroom | Cleaning/vacuuming the floor |
| Cleaning the bath, shower, shower screen |
| Cleaning the washbasin, taps |
| Cleaning the cupboards and cupboard doors |
| Cleaning the mirror |
| Toilet | Cleaning/vacuuming the floorDusting furniture Cleaning the toilet, disinfecting the toilet bowl, toilet brush Replacing toilet paper |
| Bedroom | Cleaning/vacuuming the floor (including under the beds)Dusting furniture  |
| Configuring beds (made beds), arranging duvets and pillows |
| Living room | Cleaning/vacuuming the floor (including under furniture) |
| Dusting furnitureVacuuming the sofa and armchairs |
| Miscellaneous | Cleaning the apartment’s windows, inside and outCleaning and disinfecting bins (kitchen, bathroom, toilet, etc.)2Cleaning the chimney3 |
| Airing the apartment |
| Reorganising the apartment |
| Dusting skirting boards, light fittings, radiators |
| Removing litter from the balcony/terracePicking up any forgotten items4 |
| Management5 | Monitoring the condition of the apartment, recommendationsQuality control by the housekeeper, reports of any work carried out |

1 ÔMAJOR SERVICES is responsible for taking out the bins, cleaning the bins and putting a new bag in the bins. If a large number of bins have been left where Services are being carried out, a price increase may be applied (see Significant dirt or wear-and-tear).

2 ÔMAJOR SERVICES will tidy away clean dishes, or if a dishwasher clean is in progress and ends during the Service. ÔMAJOR SERVICES will not be able to wash dirty dishes or to wait until the end of a cycle to tidy dishes away. In this case, a price increase may be applied (see Significant dirt or wear-and-tear).

3 ÔMAJOR SERVICES only provides internal cleaning including the chimney and the windows. Chimney sweeping is not included but can be offered as a separate Service (see APPENDIX 2: 2017 - 2018 season price list).

4 All items forgotten and picked up by ÔMAJOR SERVICES will have to be stored and made available to ÔMAJOR SERVICES to be given back to customers and residents.

5 Management: Management is included with the “Off-season/deep clean” Service.

**Interim cleaning/during the week**

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| Management of Services |
|  | Planning and organising work |
|  | Quality control of each service |
|  | Creating and sharing a report on any work carried out |

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| --- | --- |
| Kitchen | Cleaning/vacuuming the floor |
| Bathroom | Cleaning/vacuuming the floor |
| Cleaning the bath, shower, shower screen |
| Cleaning the washbasin, taps |
| Cleaning the mirror |
| Toilet | Cleaning the toilet, disinfecting the toilet bowl, toilet brush Replacing toilet paperChanging towels1 |
| Bedroom | Cleaning/vacuuming the floor  |
| Configuring beds (made beds), arranging duvets and pillowsChanging sheets1 |
| Living room | Cleaning/vacuuming the floor |
| Dusting furniture |
| Miscellaneous | Cleaning and disinfecting bins (kitchen, bathroom, toilet, etc.) |
| Airing the apartment |

1 Changing towels or sheets involves laundry for dirty towels and/or sheets and providing a new pack of towels/sheets. This is optional and the OWNER must specify this when ordering.

**Sheet/towel hire service**

ÔMAJOR SERVICES can offer sheet and towel hire, including laundry, ironing and preparation in kit format:

* single bed kit: includes a single sheet, a single duvet cover, 1 pillowcase;
* double bed kit: includes a large sheet, a double duvet cover, 2 pillowcases;
* towel kit (per person): includes a large towel, a small towel, a shower mat per bathroom.
* towel kit + bathrobe/slippers (per person): towel kit along with 1 bathrobe and a pair of slippers.

**Repair Service**

The services of a technician can be called upon 24/7 via the [www.o-major.com](http://www.o-major.com) website.

If the breakdown requires the intervention of a professional third party, ÔMAJOR SERVICES will notify the OWNER via the intervention report and associated notification.

In case of emergency, ÔMAJOR SERVICES may call in a technician within 24 hours, depending on the type of request.

**Online store**

In order to facilitate your everyday life, and to benefit from preferential rates with the leading providers within the hotel, local produce or even decoration industries, ÔMAJOR SERVICES offers an online store.

The product range on offer will be adjusted based on requests issued by OWNERS and on the ÔMAJOR SERVICES referencing policy.

7.2 ANNEX 2: Price list, 2017 – 2018 season

Note: All prices are available to view online at [www.o-major.com](http://www.o-major.com).

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  |  | Studio | 1 bed | 2 beds | 3 beds | 4 beds + |
| Low season rate |  | €451.00 | €488.00 | €539.00 | €593.00 | €644.00 |
| Technical maintenance |  |  |  |  |  |  |
| *Installation monitoring (electrical, water, insulation…)* | *Included* |  |  |  |  |  |
| *Technical assessment and recommendations* | *Included* |  |  |  |  |  |
| *Minor intervention (less than 30 mins, non-urgent)* | *Included* |  |  |  |  |  |
| *Detailed quotation for a maintenance intervention* | *Included* |  |  |  |  |  |
| *Property technical specifications (plan, rating, meter…)* | *Included* |  |  |  |  |  |
| “Spotless” cleaning / degreasing |  |  |  |  |  |  |
| *Housekeeping services* | *Included* |  |  |  |  |  |
| *Carpet/rug shampoo* | *Included* |  |  |  |  |  |
| *Administrative management for the season* | *Included* |  |  |  |  |  |
| *Property reference situation sheet (current condition)* | *Included* |  |  |  |  |  |
| *Quality control by the housekeeper* | *Included* |  |  |  |  |  |
| *Detailed intervention report* | *Included* |  |  |  |  |  |
| Option: annual chimney sweep | €70.00 |  |  |  |  |  |
| Option: couch cleaning | €75.00 |  |  |  |  |  |
| Option: armchair cleaning (per unit) | €35.00 |  |  |  |  |  |
| Option: laundering of single bed duvet | €15.00 |  |  |  |  |  |
| Option: laundering of double bed duvet | €20.00 |  |  |  |  |  |
| Option: pillow laundering | €5.00 |  |  |  |  |  |
|  |  |  |  |  |  |  |

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  |  | Studio | 1 bed | 2 beds | 3 beds | 4 beds + |
| Routine / End-of-stay cleaning |  | €95.00 | €104.00 | €131.00 | €154.00 | €181.00 |
| 7% discount for the summer season1 |  | €88.00 | €97.00 | €122.00 | €143.00 | €168.00 |
| *Housekeeping services* | *Included* |  |  |  |  |  |
| *Laying out of towelling, welcome and linen kit* | *Included* |  |  |  |  |  |
| *Quality control by the housekeeper* | *Included*  |  |  |  |  |  |
| *Detailed intervention report* | *Included* |  |  |  |  |  |
| Majolica towelling kit, design by Olivier Decoster | €4.50 |  |  |  |  |  |
| Welcome kit (groceries, cleaning products…) | €4.90 |  |  |  |  |  |
| Option: carpet/rug shampoo (per m2) | €5.50 |  |  |  |  |  |
| Option: couch cleaning | €75.00 |  |  |  |  |  |
| Option: armchair cleaning (per unit) | €35.00 |  |  |  |  |  |
| Option: Sweeping of the balcony and wiping down of garden furniture | €30.00 |  |  |  |  |  |

1 Summer season: this is the period during which the resort is open for the summer. The exact dates will be provided at a later date.

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  |  | Studio | 1 bed | 2 beds | 3 beds | 4 beds + |
| Intermediate / mid-week cleaning |  | €72.00 | €72.00 | €92.00 | €106.00 | €143.00 |
| 7% discount for the summer season |  | €67.00 | €67.00 | €86.00 | €99.00 | €133.00 |
| *Housekeeping services* | *Included* |  |  |  |  |  |
| Single bed kit  | €8,00 |  |  |  |  |  |
| Double bed kit  | €14.00 |  |  |  |  |  |
| Towelling kit | €6.00 |  |  |  |  |  |
| Majolica towelling kit, design by Olivier Decoster | €4.50 |  |  |  |  |  |
| Welcome kit (groceries, cleaning products…) | €4.90 |  |  |  |  |  |

|  |  |
| --- | --- |
| Laundering and hire of linens |  Euros, incl. tax |
| Single bed kit: single bed sheet + single duvet cover + 1 pillowcase | €8.00 |
| Double bed kit: double bed sheet + double duvet cover + 2 pillowcases | €14.00  |
| Towelling kit: 1 bath sheet + 1 towel + 1 bath mat/apartment | €6.00 |
| Towels + bathrobe kit: 1 bath sheet + 1 towel + 1 bath mat/apartment + 1 bathrobe + 1 pair of slippers | €13.60 |

|  |  |
| --- | --- |
| Maintenance during the season |  Euros, incl. tax |
| Rapid intervention quotation request, transport included1 | Free of charge  |
| Renovation project quotation request (deducted when work is carried out), transport included1 | €55.00  |
| Hourly rate for standard intervention (first hour indivisible) | €65.00  |
| Hourly rate for emergency intervention (first hour indivisible) | €98.00  |
| Transport fees | €45.00 |
| Equipment/materials invoiced separately |  |

1 The quotation fees (including transport) can be deducted from any intervention totalling more than 350 euros.

|  |  |
| --- | --- |
| Hire of appliances and equipment |  Euros, incl. tax |
| Child’s high chair | On demand |
| Cot bed | On demand |
| Babycook | On demand |
| Raclette grill | On demand |
| Fondue set | On demand |

* 1. ANNEX 3:SEPA Direct Debit Mandate

|  |  |  |
| --- | --- | --- |
| Référence unique du Mandat *Unique Mandate reference* | Mandat de prélèvement SEPA *SEPA Direct Debit Mandate*!\_!\_!\_!\_!\_!\_!\_!\_!\_!\_!\_!\_!\_!\_!\_!\_!\_!\_!\_!\_!\_!\_!\_!\_!\_!\_!\_!\_!\_!\_! | https://lh4.googleusercontent.com/nG8KcD3IBvGYNSL_v15s9IPDSraIg9BIk2K1IoHfEzJeOic9yfhgFD_S6bjM9p5ZKTHmuM34rxSVel3ryjcW_dq1KWUn33rSgse1LZlUa7TD4P91YKpUfj2xEBR1unP7yZLdwIaHFqRIYlD1cQ |
| En signant ce formulaire de mandat, vous autorisez d’une part BNP Paribas Securities Services à envoyer des instructions à votre banque pour débiter votre compte, et d’autre part votre banque à débiter votre compte conformément aux instructions de BNP Paribas Securities Services.Vous bénéficiez du droit d’être remboursé par votre banque selon les conditions décrites dans la convention que vous avez passée avec elle. Une demande de remboursement doit être présentée dans les 8 semaines suivant la date de débit de votre compte pour un prélèvement autorisé. Veuillez complétez les champs marqués \* | *By signing this mandate form, you authorise BNP PARIBAS Securities Services to send instructions to your bank to debit your account and your bank to debit your account in accordance with the instructions from BNP Paribas Securities Services.**As part of your rights, you are entitled to a refund from your bank under the terms and conditions of your agreement with your bank. A refund must be claimed within 8 weeks starting from the date on which your account was debited.**Please complete all the fields marked \** |
|  |  |
| Votre Nom | \* |
| *Your Name* | Nom et Prénoms du débiteur / *Name of the debtor* |
|  |  |  |
| Votre adresse | \* |
| *Your Address* | Numéro et nom de la rue / *Street name and number* |  |
|  |  |  |
|  | \* | \* |
|  | Code postal / *Postal code* | Ville / *City* |
|  |  |  |
|  | \* |  |
|  | Pays / *Country* |  |
|  |  |  |
| Les coordonnées de votre compte | \* !\_!\_!\_!\_!   !\_!\_!\_!\_!    !\_!\_!\_!\_!    !\_!\_!\_!\_!   !\_!\_!\_!\_!   !\_!\_!\_!\_!   !\_!\_!\_!\_!   !\_!\_!\_!\_!   !\_!\_ ! |
| *Your account number* | Numéro d’identification international du compte bancaire – IBAN (International Bank Account Number)   / *Account number* |
|  |  |  |
|  | \* !\_!  !\_!  !\_!  !\_!  !\_!  !\_!  !\_!  !\_!  !\_!  !\_!  !\_!  !\_!  !\_!  !\_!  !\_!  !\_!  !\_!   |
|  | Code international d’identification de votre banque – BIC (Bank Identifier Code) / *SWIFT BIC* |
|  |  |  |
| Nom du créancier*Creditor’s name*I.C.S.*S.C.I.* | OMAJOR SERVICESNom du créancier / *Creditor name*FR90ZZZ834EC2Identifiant Créancier SEPA / *Creditor identifier*43 bis avenue Reille Numéro et nom de la rue / *Street name and number*75014                                 PARISCode Postal / *Postal code*         Ville / *City*FRANCEPays / *Country* |
|  |  |  |
| Type de paiement | Paiement récurrent / répétitif    [ ]  | Paiement ponctuel    [x]  |
|  | *Recurrent payment* | *One-off payment* |
|  |  |  |
| \*Veuillez signer ici |  | !\_!\_!   !\_!\_!    !\_!\_!\_!\_!     |
| *Please sign here* |  | Date / *Date (DD MM YYYY)* |
|  | Signé à :*City or town in which you are signing* | \* |
| Lieu / *Location* |
|  |
| Note : Vos droits concernant ce mandat sont expliqués dans un document que vous pouvez obtenir auprès de votre banque.*Note: Your rights regarding the above mandate are explained in a statement that you can obtain from your bank.* |
| Les informations contenues dans le présent mandat, qui doit être complété́, sont destinées à n'être utilisées par le créancier que pour la gestion de sa relation avec son client. Elles pourront donner lieu à l'exercice, par ce dernier, de ses droits d'oppositions, d'accès et de rectification tels que prévus aux articles 38 et suivants de la loi n° 78-17 du 6 janvier 1978 relative à l'informatique, aux fichiers et aux libertés.*The information contained on this mandate, which should be filled out, may only be used for customer relationship management by the creditor. According articles 38 and following of Act No. 78-17 of 6 January 1978 to the 'IT & Freedom Law', the debtor profits from a right of access, of correction, and opposition to the information which concern his data.* |

* 1. ANNEX 4: Order Form

This form will be available in digital format in your customer area on [www.o-major.com](http://www.o-major.com)

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Date | Property | Apartment | Reservation name | Reservation contact | Date of arrival | Date of departure | Nationality | No. of residents | Housekeeping safety sheet | Towels package | Single bed package | Double bed package | Comments |
|   |   |   |   |   |   |   |   |   |   |   |   |   |   |
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1. SEPA (Single Euro Payment Area): The single euro payment area is a unified euro payment area set up by the European Payments Council’s (EPC) member banks in response to the European Commission's request. [↑](#footnote-ref-1)