

LES RÉSIDENCES SOLEIL - GROUP SAVOIE

GENERAL SALES CONDITIONS

Online purchase - Short stay

PURPOSE

The present terms and conditions govern the sale of short-stay certificates by *Les Résidences Soleil* (hereinafter referred to as "*the company*"), whose principal place of business is located at 549 rue de Verrazano, Boucherville (Québec) J4B 7W2.

Any customer purchasing a short-stay certificate acknowledges having read these terms and conditions of sale and agrees to abide by them. As they are subject to change, the conditions applicable will be those in force at the date of purchase.

PRICES

Prices are in Canadian dollars and do not include sales taxes (GST and QST applicable on the date of order). If you reside outside Canada, a conversion to your local currency will be automatically performed by your credit card issuer. Unless otherwise specified on the site, please note that delivery charges and applicable sales taxes will be added to your invoice.

The company reserves the right to modify its prices at any time, but the product will be invoiced on the basis of the rate in effect at the time the order is validated.

PERIOD OF VALIDITY

Short-stay certificates have no expiry date. However, 1 year after the date of purchase, the establishment may charge a supplement for providing the service. This surcharge will correspond to the difference between the price of the service when the package was purchased and the price of the package on its date of use. The service must still be in effect and available at the selected Résidences Soleil at the time the certificate is used for the customer to be able to take advantage of the purchase.

TERMS AND CONDITIONS OF PAYMENT

You can place your order :

- Online: <https://residencessoleil.ca/en/life-in-residence/short-term-stays/purchase-gift-certificate/>

Payment can be made by VISA, MASTERCARD or AMERICAN EXPRESS and any other payment method supported by the payment platform in place. Payment is made by credit card using *Stripe's* secure system. The card is debited upon confirmation of purchase.

The company cannot be held responsible for any embezzlement or fraudulent use of any means of payment not detected by the verification procedure.

VALIDATION OF YOUR ORDER

By validating your order, you agree to pay the total price of your order (price of products, delivery charges and applicable taxes) as indicated on the site at the time of ordering. You also agree to honor your contract with the financial institution that issues your credit card.

Any confirmation of an order implies your full acceptance of these terms and conditions of sale, without exception or reservation, and you declare that you have read them.

A summary of your order information will be sent to you in PDF format via your order confirmation e-mail address, and will include a link to these terms and conditions.

RESERVATION REQUIRED

All short-stay packages must be pre-booked and confirmed by the selected Résidences Soleil. No reservation will be accepted if made less than 48 hours in advance, in order to check availability with the selected *Résidences Soleil*. The company cannot be held responsible if a cardholder arrives without prior reservation and the stay described cannot be honored.

REFUND OR TRANSFER POLICY

In the event of exercising the right of withdrawal, the customer has a period of 14 days from the date of purchase to submit a request in writing, via the e-mail info@residencessoleil.ca . The company will refund the adjusted amount, i.e. the total amount paid by the customer, less the costs of the payment platform. This refund will be made within 14 days of receipt of the request, by the same means of payment used at the time of purchase.

A refund request cannot be made to the company if the short-stay package has been used in whole or in part by the holder.

The short-stay package may be transferred to another person as long as that person is 65 years of age or older at the time the package is used. The person must respect the reception conditions, rules and policies in effect at the selected Résidences Soleil.

Each short-stay package can only be used once, as it has its own digital identity. Any attempt to reuse or reproduce a package for multiple uses will invalidate the package in our verification and control system.

The package cannot be bought back or exchanged for money, as it cannot be exchanged for cash. Nor can it be used as credit or as full or partial payment in the case of a lease signature.

If the short-stay package is not used, neither the purchaser nor the beneficiary will be entitled to a refund.

DELIVERY

Unless otherwise indicated on the company's website, delivery charges are assumed by the company, provided they are reasonable. Subject to change and adjustment at any time without notice.

The company offers three (3) delivery methods:

- On-site pickup at a Résidences Soleil location
- Postal delivery
- Electronic certificate

The customer's order will be available for pick-up at a Résidences Soleil within a minimum of 48 hours of order confirmation. The order will be sent by regular mail to the address indicated on the order within 1-3 working days (subject to postal delays). You also have the option of choosing e-mail delivery, which will take place within a minimum of 48 hours of order confirmation.

In the event of an urgent or accelerated processing request, please contact us by e-mail at info@residencessoleil.ca , adding the mention of urgency.

The company cannot be held responsible for any input errors and the consequences in terms of late or incorrect delivery. In this case, the customer may be liable for the cost of re-shipment.

In the event of delivery by a carrier, the company cannot be held responsible for late delivery.

LIABILITY

The company shall not be held liable for any injury or loss or damage caused to the beneficiary of the package, arising in whole or in part, directly or indirectly, from the use of the short-stay package or any activity related thereto.

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