






# Welcome 2 France

*paris luxury apartments*



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### **Who is Welcome2France? Where are you located?**

Welcome2France is one of Paris' oldest and most established apartment rental agencies, praised by USA Today among other news outlets.

We are located in Paris' beautiful Saint Germain district, with offices in Santa Monica, CA as well.

### **How can I contact you?**

#### ***By Email***

info@welcome2france.com

#### ***By Phone***

*From the U.S.*

Santa Monica Office: 1 (650) 267-4330  
Paris Office U.S. Number: 1 (650) 267-4328

NOTE: The Paris Office's U.S. Number is a free call in the U.S. to Paris! So there may be a considerable time difference!

You may wish to check the time in Paris before calling:

[Check Paris Time](#)

*International (Non-U.S.)*

From outside France, please call us at: 06 09 09 35 44.

*When In Paris*

When in Paris, you can call using the Paris number: 33 1 45 48 22 37.

#### ***By Post***

Welcome2france LLC  
2211 4th Street, #103  
Santa Monica, CA 90405  
USA

### **Are pets / smoking allowed?**

All apartments are smoke-free, though certain apartments may have balconies where smoking is possible.

But inside the apartments, we must adhere to a strict no-smoking policy. We also request that our guests refrain from smoking in the staircases and lobbies.

99% of our apartment owners do not allow pets. Very occasionally an allowance may be made for a very small pet with references, so please feel free to inquire. But this is a rare exception, not the rule.

### **Can I change apartments?**

Please note once a deposit has been received for an apartment, it goes to that apartment owner. So, as each apartment is generally owned by a different person, the deposit is non-transferable, unless we are able to re-rent it for your exact dates.

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### **Are your prices all-inclusive?**

Yes! The apartment price you will be quoted includes all applicable taxes as well as linens and towels (1 large, 1 medium, 1 small towel per guest - extra towels and linens can be provided for extra cost. For longer rentals, towels and linens will be changed weekly). Also included are standard kitchen utensils, electricity, water, telephone service (incoming) and cable Internet and TV, and 4 hours final cleaning. There are no hidden fees.

The apartment price excludes "extras" such as above average use of electricity (this just means to switch off the lights when you are not home), and extra services such as fee-based, personalized Concierge Services, early or late arrival (before 8 AM or after 8 PM), taxi or shuttle transfer services.

### **Discounts?**

Generally speaking, our prices are some of the lowest in the industry, and cannot be further reduced due to contractual obligations we have with owners.

However, there are certain times of year and occasions when we can sometimes offer discounts. These include:

#### ***Short Notice***

For a booking beginning 2 weeks from today, we may be able to offer a discount.

#### ***Low Season***

Approximately November 1 -- March 31, but excluding weeks of Thanksgiving, Christmas and New Year.

#### ***Longer-Term***

For a booking of 2 months or more

NOTE: For reasons outside of our control, even these discounts may not be possible! Often there are trade shows during the low season that fill up apartments. But do ask.

IT IS UNLIKELY WE CAN OFFER DISCOUNTS DURING HIGH SEASON (APRIL 1 -- OCTOBER 31), OR THANKSGIVING, XMAS OR NEW YEAR WEEKS

There is also a 10% surcharge for week of Christmas / New Year's.

So Short-Notice bookings or Low Season are usually your best bet.

Please Note: We pride ourselves on being the most service-oriented Paris apartment rental agency, and look forward to helping you have a wonderful time in Paris. So you always get a good deal at Welcome2France.

### **Is there a security deposit?**

Whether you pay a deposit or only sign an "authorization" (to be used only in case of damage) depends on the following:

**For those without children under 10**, the security deposit is in the form of a signed authorization (not a charge or hold), which allows Welcome2France to withdraw money from your account (your credit card) if any damage or loss (other than reasonable wear and tear) is caused to the apartment or its contents during your stay.

**For a stay with children under 10**, the security deposit needs to be paid in cash on arrival for an extra 1000 euros, or dollars, which will be refunded on departure if no damage or loss has been done.

**For a stay of a month or more**, there is an actual security deposit, which will be refunded on departure if no damage or loss has been done.

Your authorization will be cancelled, or deposit refunded, after inspection by a Welcome2France representative has determined that no damage, or loss (other than from reasonable wear and tear) has been done to the premises or property.

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### **When can I check in?**

Check-in time varies depending on whether another guest is checking out that day.

**1) If no guest is checking out.**

You may check-in anytime between 8 AM and 8 PM.

If you need to check-in before 8 AM or after 8 PM, we are pleased to accommodate you, but please note a 20 euro fee is payable to the greeter.

**2) If another guest is checking out.**

You may leave your luggage as of 10 AM, and when you arrive the greeter will notify you when we estimate you can occupy the apartment (and in the meantime we suggest having a café or glass of wine nearby).

This is generally 2 PM at latest, most often much earlier, but it depends on the amount of cleaning needed and other factors.

(In the unlikely case it is for some reason difficult to leave the bags in the apartment, you may leave them in our office.)

**How do I get to the apartment and get the keys?**

As soon as you're ready to book, **you will be sent a link to a Private Page** that will contain all of your information for you to review.

**Once you've paid the deposit, two things will happen:**

- 1) The exact apartment address will appear
- 2) You will find a form to set your arrival time. Our greeter in Paris will then meet you at the apartment at your specified time, to show you the apartment and give you your keys.
- 3) You will also have the opportunity to reserve optional transportation here, if you desire.

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**Prices All Inclusive ?**

Yes! The apartment price you will be quoted includes all applicable taxes as well as linens and towels (1 large, 1 medium, 1 small towel per guest - extra towels and linens can be provided for extra cost. For longer rentals, towels and linens will be changed weekly). Also included are standard kitchen utensils, electricity, water, telephone service (incoming) and cable Internet and TV, and 4 hours final cleaning. There are no hidden fees.

The apartment price excludes "extras" such as above average use of electricity (this just means to switch off the lights when you are not home), and extra services such as fee-based, personalized Concierge Services, early or late arrival (before 8 AM or after 8 PM), taxi or shuttle transfer services.

**Internet and Email**

99% of apartments have high-speed, WiFi Internet access. You can usually see this listed under "Amenities" on the apartment's page. However, feel free to ask if you don't see it listed.

**Can I change apartments?**

Please note once a deposit has been received for an apartment, it goes to that apartment owner. So, as each apartment is generally owned by a different person, the deposit is non-transferable, unless we are able to re-rent it for your exact dates.

**DVDs**

Most apartments with DVD players will only play DVDs purchased in Europe.

So unfortunately, unless you bought your DVDs in Europe they will probably not play on a European DVD player.

**Keys**

As soon as you're ready to book, ***you will be sent a link to a Private Page*** that will contain all of your information for you to review.

***Once you've paid the deposit, two things will happen:***

- 1) The exact apartment address will appear
- 2) You will find a form to set your arrival time. Our greeter in Paris will then meet you at the apartment at your specified time, to show you the apartment and give you your keys.

Please Note: French keys are not the same as U.S. keys! They are generally more complicated and expensive, so any loss of keys, often necessitating a change of lock, may be deducted from your security authorization. So please keep your eye on them!

**Do we need to bring anything?**

Most of the time you won't need to bring anything more than yourself, your clothes and your usual necessities.

***Special Needs***

If you have special needs, such as a special pillow type, you may wish to bring that along. While we pride ourselves on being one of Paris' most "service oriented" apartment rental agencies, there are often limits to what we can find.

***Electrical Converters***

French voltage is not the same as in most other parts of the world (the U.S., other parts of Europe, Asia, etc.)!

In France it is 220 Volts and 50Hz, and may "fry" your electronics if you don't have a converter.

(Remember you need a converter, not just a plug adapter, or you can "fry" your devices!)

You may want to bring one for your laptop, another for your camera, etc., depending on how much long "charging" you need to do simultaneously!

In the U.S., you can easily pick these up at Target, Wal-Mart, hardware stores, etc.

***What You Won't Need***

The apartment will have linens and towels (1 large, 1 medium, 1 small towel per guest - extra towels and linens can be provided for extra cost. For longer rentals, towels and linens will be changed weekly). Also included are standard kitchen utensils, electricity, water, telephone service (incoming) and cable Internet and TV.

**Laundry**

Most apartments come equipped with a washer/dryer, and some (although this is rare) even include laundry service.

Check the apartment page to see if the apartment comes with washer/dryer, and feel free to contact us with any questions!

**A/C**

Most Parisians live very comfortably without air conditioning year-round, as there are only a couple of warm months in Paris. In fact, many buildings can't even have air conditioning due to building codes!

As a result, often any air conditioning takes the form of a mobile unit, rather than a central A/C. And even this is rare.

While we do offer apartments with central A/C and room air conditioners, we recommend not letting lack of A/C be a determining factor in your stay. Going to another country is an experience in living like the locals, and Paris' joie de vivre will soon take you over either way!

**Smoking / pets**

All apartments are smoke-free, though certain apartments may have balconies where smoking is possible. But inside the apartments, we must adhere to a strict no-smoking policy. We also request that our guests refrain from smoking in the staircases and lobbies.

99% of our apartment owners do not allow pets. Very occasionally an allowance may be made for a very small pet with references, so please feel free to inquire. But this is a rare exception, not the rule.

### **Linens and Towels**

The apartment will have linens and towels (1 large, 1 medium, 1 small towel per guest). Extra towels and linens can be provided for extra cost. For longer rentals, towels and linens will be changed weekly.

### **Safety**

Generally speaking, **Paris is one of Europe's safest metropolitan areas, and all of our apartments are located in central Paris.**

While due caution should be exercised in all travels abroad, most feel confident riding the Métro even late at night, and all of our apartments are in statistically very safe areas.

### **Maintenance issues**

You should contact us during your stay for any maintenance issues that arise. We are here to help!

### **Phone - Important!**

#### ***Calls Within Paris***

Beware of calling cell phones in Paris from your apartment, as these will appear as charges!

*"06" = French cell phones*

French phone numbers beginning with "06" are cell phones, and you will be charged for these!

To call "06" numbers, we recommend buying a phone card at a local Tabac (tobacconist). This is usually your best and most affordable option. You can use the apartment phone for other calls.

#### ***International Calls***

Many (though not all) apartments have phone service that includes a large number of, or even unlimited calls to International Landlines (not cell phones!), except for U.S. mainland and Canada (which does include cell phones.) See full list below!

#### ***Who Can I Call for Free?***

*Free Calls to Landlines (Not Cell Phones!) In:*

Alaska  
Andorra  
Austria  
Belgium  
Brunei  
Bulgaria  
Canada (cell phones, as well)  
Cyprus  
Czech Republic  
Denmark  
Estonia  
Finland  
Germany  
Gibraltar  
Greece  
Guadeloupe  
Guam

Guernesey  
Hawaii  
Hungary  
Iceland  
Ireland  
Israel  
Italy  
Jersey  
Latvia  
Liechtenstein  
Lithuania  
Luxembourg  
Madeira  
Malta  
Marine saint  
Martinique  
Meeting  
Monaco  
Netherlands  
Norway  
Panama  
Poland  
Portugal  
Romania  
Slovakia  
Slovenia  
Spain  
Sweden  
Switzerland  
The Azores  
The Canaries  
The United Kingdom  
The United States mainland (cell phones, as well)  
The Vatican  
Turkey  
Venezuela

*Free Calls to Cell Phones In:*

Canada  
United States mainland

If you call a cell phone in any other country, even in Paris, charges will appear in your bill!

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### **How do I reserve an apartment?**

First, let us know which apartment you're interested in, and when, and we'll check availability. Either it will be available, or we will suggest alternatives.

***As soon as you're ready to book, you will be sent a link to a Private Page that will lead you through the process step-by-step.***

Next:

1) **Sign and return a copy of the Rental Agreement.** The agreement will be found on your Private Page, and may either be fax or emailed to us. Please note that it is recommended that you return the contract to us within 24 hours, as we are unable to hold your desired apartment beyond this time frame.

2) **Pay the Deposit.** This can be done by clicking on the 'Payment' option on your Private Page and paying immediately by credit card into our secure Paypal account. Please note we also accept wire transfers. (Personal checks

only if more than 4 weeks before check-in.) Once again, paying the initial deposit as quickly as possible is crucial, as it fully secures your apartment.

3) **There are three documents**, which must be either faxed or emailed before your arrival, or given in hard copy upon your arrival:

a) A Security Authorization form (for stays of over 1 month or with children under 10, this will be an actual deposit: for all others it is just kept in case of any damage)

b) Identification: A photocopy of either your passport or ID is required.

c) Insurance: If you have personal rental insurance, a copy of your receipt is required. If not, you can purchase our very affordable, comprehensive rental insurance from your Private Page. (Read more about insurance.)

4) **Arrival and Final Payment.** If you do not choose to pay the entire rental in advance, you will pay the second half of your payment, along with your security deposit, in cash or traveler's checks to the representative who will meet you at the apartment. (See also Payments and Cancellations.)

### **Is there a minimum stay?**

#### ***High Season (April 1 - Oct. 31):***

5 nights

#### ***Low Season (Nov. 1 - March 31):***

4-5 nights

#### ***Major Holidays (Thanksgiving / Christmas / New Year's):***

7 nights, and must include day of Thanksgiving, Christmas or New Year's

#### ***Exceptions- Short-Notice Only:***

Bookings of less than 4 nights must be booked 2 weeks in advance of arrival date only.

### **Cannes reservations**

Cannes properties must be booked in 1-week increments, always Saturday to Saturday.

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### **Which parts of Paris are safe?**

**Paris is one of Europe's safest metropolitan areas.** While common sense says to exercise reasonable caution no matter where you are (particularly regarding valuables, passport, etc. on the Métro or in other crowded areas), you should know most Parisians feel safe taking the Métro at night, all over the city. In terms of violent crime, statistically Paris is one of the world's safest cities.

While it pays to educate yourself on how to protect yourself against pickpockets (especially on the busy route from the airport to central Paris, where it's easy to lose track of baggage or fall prey to professional pickpockets), we recommend focusing on relaxing and enjoying your stay.

If you'd like some travel safety tips, we recommend Googling "Paris safety tips," where you will find many helpful articles online.

### **What is central Paris?**

"Central Paris," roughly speaking, is arrondissements 1-20.

Geographically, Paris is a very small metropolitan area only around 4 miles (7 km) from the 18th, Paris' most northern arrondissement, to the 1st arrondissement (i.e., to the Seine and Louvre)!

It's important to know that Paris' arrondissements are laid out like a snail's shell, spiraling outward.

**As a result, two districts with very dissimilar numbers can be adjacent!** So an apartment in 1st or the 9th, the 6th or the 14th, the 7th or the 15th, etc. can often be a difference of just a single block or even a single street!

Although we offer very many apartments in the 1st - 7th, you will often find you get considerably more value and amenities in adjacent districts, simply because people don't understand how Paris is arranged. So don't rule these out.

**The difference between an apartment in the 7th and the 15th, for example, can be as little as a single street, and the price difference quite large!**

It's also worth knowing that districts such as the 16th are among Paris' richest, and the 18th is the location of one of Paris' most romantic areas, the Montmartre, where the movie Amelie takes place.

**So don't go by "number" alone.**

**I was told only to book districts / arrondissements 1-7. Is this good advice?**

**We suggest not going by "number alone."**

Why?

It's important to know that Paris' arrondissements are laid out like a snail's shell, spiraling outward.

**As a result, two districts with very dissimilar numbers can be adjacent!** So an apartment in 1st or the 9th, the 6th or the 14th, the 7th or the 15th, etc. can often be a difference of just a single block or even a single street!

**Although we offer very many apartments in the 1st - 7th, you will often find you get considerably more value and amenities in adjacent districts, simply because people don't understand how Paris is arranged. So don't rule these out.**

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Geographically, Paris is a very small metropolitan area only around 4 miles (7 km) from the 18th, Paris' most northern arrondissement, to the 1st arrondissement (i.e., to the Seine and Louvre)!

When renting an apartment in Paris, it's best to consult a map if one is unsure where an arrondissement is located, and ask questions of the agency. Paris is a very small metropolitan area, and a short trip on the Métro (one of the world's fastest and most efficient public transportation systems) is all it takes to be at the Eiffel Tower, Louvre, or Notre Dame from most areas in central Paris.

**Are there good cafés / bakeries near your apartments?**

Our apartments have all been chosen because, among other charms, they are near comforts such as bakeries, cafés, shops, etc. Add to that the fact that Paris has more cafés and bakeries per square capita than any other city in Europe, you will almost undoubtedly find yourself near a place to "make your own"! If you have specific questions or need specific recommendations, our Customer Service team and greeters will be sure to answer any questions you may have, or point you in the right direction!

**How do I get around Paris?**

### ***Metro***

Paris has one of the world's most speedy and efficient Métro systems. And being that Central Paris so small, you will find it surprisingly easy to get from place-to-place in a relatively small amount of time.

### ***Bus***

Having said that, we also like the bus system, and feel it is a bit underrated, reason being you get to see Paris as you travel!

### ***Plan Your Trips***

You can plan most trips by bus and Métro at Paris' Public Transit website:  
[www.ratp.info/informer/anglais](http://www.ratp.info/informer/anglais)

## ***Walking***

Needless to say, many people find walking is the best way to get many places in Paris. The small treasures you discover along the way are one of Paris' true joys.

## ***Taxis***

*Please Note:* If you're planning to take a taxi from the airport or train station to the apartment, you should be aware that most taxis have very limited capacity to transport luggage, particularly for parties of more than 2 people. We recommend renting a van. (You can find out more about this on your Welcome2France Private Page, under "Arrival.")

If you plan on taking taxis around the city, we recommend Googling "Paris taxi tips" and reading up a bit on how taxis work, fares, and more.

## ***Bicycle Rental***

Public bicycle rental (from the "Velib'" service) has fast become one of Paris' most popular ways to get around. You'll see the stands located all over the city.

(FYI, Velib' is a combination of the French words "vélo" (bicycle) and "liberté" (freedom), referring to the ease of use.)

Each Velib' stand has an automatic rental terminal where you can pay by credit card. You just pick up the bike and drop it off at a station near to where you're headed. (Maps are provided at each station.)

Subscriptions are very affordable, at 1 per day, 5/week or 29/year.

NOTE: The bike rental is free for 30 minutes, with an unlimited number of free 30-minute trips per day. A trip that lasts longer than 30 minutes begins to incur a charge of 1-4 euros for each subsequent half-hour period, with the rate increasing each half hour. The idea is to keep the bikes circulating.

For more information: [www.en.velib.paris.fr](http://www.en.velib.paris.fr)

## **What's the weather like in Paris?**

Here's a brief guide:

### ***Spring (late March-late June)***

March - 39-54°F, 1.4" rain average

April - 43-61°F, 1.6" rain average

May - 50-68°F, 2.2" rain average

### ***Summer***

June - 55-73°F, 2.1" rain average

July - 59-77°F, 2.3" rain average

August - 57-75°F, 2.5" rain average

### ***Fall***

September - 54-69°F, 2.1" rain average

October - 46-61°F, 2" rain average

November - 41-50°F, 2" rain average

### ***Winter***

December - 36-45°F, 1.9" rain average

January - 34-43°F, 2.2" rain average

February - 34-45°F, 1.8" rain average

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## **Security Deposit**

Whether you pay a deposit or only sign an "authorization" (to be used only in case of damage) depends on the

following

For those without children under 10, the security deposit is in the form of a signed authorization (not a charge or hold), which allows Welcome2France to withdraw money from your account (your credit card) if any damage or loss (other than reasonable wear and tear) is caused to the apartment or its contents during your stay.

For a stay with children under 10, the security deposit needs to be paid in cash on arrival for an extra 1000 euros, or dollars, which will be refunded on departure if no damage or loss has been done.

For a stay of a month or more, there is an actual security deposit, which will be refunded on departure if no damage or loss has been done.

Your authorization will be cancelled, or deposit refunded, after inspection by a Welcome2France representative has determined that no damage, or loss (other than from reasonable wear and tear) has been done to the premises or property.

### **Help! I don't have a PayPal account!**

Help! I don't have a PayPal account!

Don't worry, you don't need to open a PayPal account to pay by Credit Card using the PayPal site!

Here's how:

When you get to the PayPal page, you'll see a small link at left that says:

"Don't have a PayPal account?  
Use your credit card or bank account (where available). Continue").

Click that link, and you can pay by credit card without creating a PayPal account!

### **What forms of payment / currency do you accept?**

#### ***First Half (Deposit)***

##### *By Credit Card*

To secure the apartment, the deposit (1/2 the total rental price), must be paid by credit card, in euros into our secure Paypal account. If your account is in the U.S., the conversion from dollars to euros will be computed automatically.

##### *By Wire Transfer*

We also accept wire transfers, in dollars or euros. (Ask us if you have a preference.)

##### *By Personal Check*

Caution! We also accept personal checks, but only if a booking is at least 4 weeks away. Furthermore, checks must be sent very quickly after booking is initiated, as the euro may fluctuate against the dollar. So price quotes that give a dollar equivalent can only be honored for a short period after the booking is begun!

#### ***Second Half***

The second half must be paid in euros. Most clients elect to pay the second half on arrival, either in cash or traveler's checks.

If you wish, you may pay the second half in advance, but if you decide to do so, please note we strongly recommend travel insurance that protects you in case of cancellation!

No one likes to think of canceling their trip. But it does happen, and it's better to get a refund and go another time than lose the money you've paid toward your apartment rental!

(For more information, please see "Cancellations.")

### **Are there any additional taxes or fees?**

Prices are all-inclusive. The apartment price includes all applicable taxes as well as linens and towels (1 large, 1 medium, 1 small towel per guest - extra towels and linens can be provided for extra cost. For longer rentals, towels and linens will be changed weekly). Also included are standard kitchen utensils, electricity, water, telephone service (incoming) and cable Internet and TV, and 4 hours final cleaning. There are no hidden fees.

The apartment price excludes "extras" such as above average use of electricity (this just means to switch off the lights when you are not home), and extra services such as fee-based, personalized Concierge Services, early or late arrival (before 8 AM or after 8 PM), taxi or shuttle transfer services.

### **Can I get a receipt for my payment?**

Receipts and contracts are available for you to review, print and keep for your records at any time from your Private Page.

### **Cancellations**

No one likes to think of having to cancel their Paris trip. But it does happen, and it's much worse if you lose the money you've paid into it!

**We highly recommend all visitors take our comprehensive travel insurance, which covers your apartment payments 100% in the event of trip cancellation, and is usually as low as 3.5% of the rental price.**

Otherwise, the cancellation process is as follows:

- a) We ask for a confirmation email from you, giving us permission to unblock the property and make it available to others.
- b) As soon as you confirm, we make the apartment available for other interested parties.
- c) When (and if) we successfully re-book the apartment for the same dates, we will refund your deposit according to the terms of the contract.
- d) If we are unable to re-book the apartment, unfortunately, per the terms of the contract, the deposit will not be refundable.

We'll do our best to re-rent your apartment during your dates, in hopes of being able to refund your deposit. But unfortunately, there are no guarantees.

See also "Insurance".

### **Refunds**

We are not allowed to offer a refund in case of cancellation or of a problem in the apartment, but can sometimes offer a voucher for the same amount to be used toward any available apartment. This is offered on a case-by-case basis.

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### **Why book transportation from Welcome2France, and what is the fee?**

We will wait for you at your airport or train station with Welcome2France and your name on a board. We can also drive you back to the airport or station at the end of your trip.

Please inquire for current rates.

#### ***Advantages are:***

- No looking for transportation: our driver is already there
- No extra charge for heavy traffic: a flat fee means you know what to expect
- Room for luggage, even for larger parties
- The driver is in touch with Welcome2France at all times

### How do I arrange transportation?

During the booking process, we'll send you a link to your Private Page, which has a 'Transport' button so you can book your transportation.

### Late / early arrivals and departures

A 20 euro fee is payable to the greeter for arrivals or departures before 8 AM or after 8 PM.

### How do I get around Paris?

Please see "Paris Neighborhoods"

### Tipping

We are often asked about customary tipping practices. Tipping is a gesture of appreciation for services rendered and it is customary to acknowledge quality service by giving a tip when you take a taxi or driver service, receive a service in a salon, or if a Welcome2france representative strives to make your stay more comfortable, etc.

In restaurants, service is included in the price. If you're satisfied with service, you can leave a few extra euros to show your appreciation, but 15% is not necessary.

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### What's your cancellation policy?

No one likes to think of having to cancel their Paris trip. But it does happen, and it's much worse if you lose the money you've paid into it!

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Otherwise, the cancellation process is as follows:

- a) We ask for a confirmation email from you, giving us permission to unblock the property and make it available to others.
- b) As soon as you confirm, we make the apartment available for other interested parties.
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- d) If we are unable to re-book the apartment, unfortunately, per the terms of the contract, the deposit will not be refundable.

We'll do our best to re-rent your apartment during your dates, in hopes of being able to refund your deposit. But unfortunately, there are no guarantees.

See also "Insurance".

### Is there a possibility our apartment can change after booking?

When booking from any agency (or hotel, for that matter), there are certain "acts of god" that cannot be controlled. In very rare instances, it may be that an apartment is sold by an owner or a mechanical failure within an apartment may cause a booking to have to be moved to another apartment. In this case, Welcome2France pledges to do everything in our power to satisfy our clients, usually by finding an apartment of equal or greater value. If we cannot find a solution, all of your payments will of course be refunded 100%.

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**Extra Services**      [top](#)

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**Extra linen**

Rental prices include linens and towels (1 large, 1 medium, 1 small towel per guest). (For longer rentals, towels and linens will be changed weekly.)

If you need more towels or linen than those provided as above, they are available for a very reasonable rate. Please inquire for current rates.

**Cribs**

We offer high chair / crib rental at very reasonable rates. Please inquire for current rates.

**Transfers to and from airport**

If you need Transport to or from your arrival point, this can be easily arranged by clicking on the 'Transport' button on your Private Page. See also "Arrival / Transportation."

**Restaurant and theatre reservations, and more**

We offer a full-line of concierge services, including museum, restaurant and theatre bookings, and much more. Inquire for details and rates.

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**Insurance**      [top](#)

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**Important Information**

While no one likes to think of having to cancel their Paris trip, it does happen. And it's much worse if you lose the money you've paid toward the trip.

**As a result, we strongly recommend travel insurance for all our customers. This protects you 100% in case of trip cancellation.**

We offer a very affordable policy from an outside company that covers not only liability for damage to the apartment, but also full trip cancellation.

**The rate for this comprehensive policy is currently just 3.5% of your rental price (i.e., \$35 per \$1,000). (Rates are subject to change, so please inquire.)**

**You can take out this insurance policy via a link on your Private Page, which you'll find beneath the traffic light.**

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**For Agents**      [top](#)

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**Do you offer a commission to agents?**

We offer a 10% commission to agents. Inquire for details.

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**Children**      [top](#)

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**Any additional deposit?**

*Less than 10 years of age ....*

For a stay with children under 10, the security deposit needs to be paid in cash on arrival for an extra 1000 euros, or dollars, which will be refunded on departure if no damage or loss has been done.

### ***More than 10 years of age ....***

For those whose children are over 10, the security deposit is *only in the form of a signed authorization (not a charge or hold)*, which allows Welcome2France to withdraw money from your account (your credit card) if any damage or loss (other than reasonable wear and tear) is caused to the apartment or its contents during your stay.

### **Is there a baby-sitting service?**

We can sometimes arrange baby-sitting. Inquire for details.

### **Can we rent a crib or high chair?**

Current rental rates are 30 euros per week per crib, and 15 per week for high chairs. Rates are subject to change, so please inquire!

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**Discounts**      [top](#)

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### **Do you offer discounts / can I get a discount?**

Generally speaking, our prices are some of the lowest in the industry, and cannot be further reduced due to contractual obligations we have with owners.

However, there are certain times of year and occasions when we can sometimes offer discounts. These include:

#### ***Short Notice***

For a booking beginning 2 weeks from today, we may be able to offer a discount.

#### ***Low Season***

Approximately November 1 -- March 31, but excluding weeks of Thanksgiving, Christmas and New Year.

#### ***Longer-Term***

For a booking of 2 months or more

NOTE: For reasons outside of our control, even these discounts may not be possible! Often there are trade shows during the low season that fill up apartments. But do ask.

IT IS UNLIKELY WE CAN OFFER DISCOUNTS DURING HIGH SEASON (APRIL 1 -- OCTOBER 31), OR THANKSGIVING, XMAS OR NEW YEAR WEEKS

There is also a 10% surcharge for week of Christmas / New Year's.

So Short-Notice bookings or Low Season are usually your best bet.

Please Note: We pride ourselves on being the most service-oriented Paris apartment rental agency, and look forward to helping you have a wonderful time in Paris. So you always get a good deal at Welcome2France.

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**French vs. U.S. (and Other Countries)**      [top](#)

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### **Floors (French Vs. U.S.)**

All French buildings begin on the "ground floor" ("rez-de-chaussee"), and then proceed to the first, second, etc.

In a sense, this is easier to remember in the U.S.

***In France:***

"First floor" = "one flight of stairs"  
"Second floor" = "two flights of stairs"  
etc.

(Whereas in the U.S. the first floor equals zero flights of stairs, and the second floor is one flight!)

*So remember this simple rule:*

*Floor number = Flights of stairs to get there!*

**Bed Sizes (French Vs. U.S.)**

There are slight differences in the naming and sized of beds between France and the U.S.

USA Standard Mattress Sizes:

Single 39 x 75 inches.  
Double 54 x 75 inches.  
Queen 60 x 80 inches.  
King 76 x 80 inches.

French Standard Mattress Sizes:

Small Single (090 x 190 cm) 35 x 75 inches.  
Large Single (100 x 190 cm) 39 x 75 inches.  
Small Double (120 x 190 cm) 47 x 75 inches.  
Large Double (140 x 190 cm) 55 x 75 inches.  
Queen (160 x 200 cm) 63 x 79 inches.  
King (180 x 200 cm) 79 x 79 inches.

You will also note, often in France beds are made in such a way that they can be fastened to one another, so two beds can be combined to create a Queen, etc. In these cases, the beds are fitted so that there is no "gap" between them. This is very common.

Final Tip: If you are very tall, we recommend you don't choose a bed with a footboard!

**Electricity**

French voltage is not the same as in most other parts of the world (the U.S., other parts of Europe, Asia, etc.)!

In France it is 220 Volts and 50Hz, and may "fry" your electronics if you don't have a converter.

***(Remember you need a converter, not just a plug adapter, or you can "fry" your devices!)***

You may want to bring one for your laptop, another for your camera, etc., depending on how much long "charging" you need to do simultaneously!

In the U.S., you can easily pick these up at Target, Wal-Mart, hardware stores, etc.

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