

OUR TERMS AND CONDITIONS - INDIVIDUAL BOOKINGS

Please find below our terms and conditions for individual bookings.

CREDIT CARD GUARANTEE

A credit card 'number and expiry date' is required to guarantee all bookings. This guarantee covers all total or partial cancellations, no-shows and any damage noted by the Hotel during the customer's stay or after departure, caused by the customer or by one of the persons for whom the reservation was made and guaranteed on the credit card provided.

This guarantee also applies to damage caused by a pet in the room during the stay, as well as to minibar consumption not declared at the time of departure.

For verification and security purposes, the hotel reserves the right to use the pre-authorised debit function available on credit cards.

NON-SMOKING HOTEL

Please note that our establishment is completely non-smoking, including public areas and rooms, even with open windows.

The general ban on smoking in hotels and restaurants has been in force in France since 02/01/2008 in all public places, i.e. the entire hotel when it specifically states that it is completely non-smoking.

Any offender is liable to a minimum penalty of €80, which will be deducted directly from the bank card given as a guarantee. This penalty may be increased in the event of loss of turnover due to the hotelier's inability to re-let the room following the departure of the

smoking guest/compulsory cleaning of all fabrics/shampooing of carpets/washing of walls.

In addition, all costs incurred by the hotel in reimbursing other guests for inconvenience caused by the fire alarm siren going off will be deducted in full from the credit card used as a guarantee.

Costs incurred by the fire brigade in the event of the fire alarm being triggered unnecessarily will also be charged to the person responsible.

DAMAGE

The Customer is responsible for all damage caused by him/her (him/herself or one of the persons for whom he/she has booked a stay in the Hotel, as well as damage caused by a pet staying in the room), and undertakes, in the event of damage to the premises made available to him/her, to bear the cost of restoring the said premises.

CANCELLATION / NO-SHOW

Cancellation policy depends on the rate booked.

For flexible rates:

Cancellation free of charge up to 12.00 noon on the day before the scheduled arrival.

After this time, cancellation charges corresponding to the entire stay will be deducted from the credit card provided as a guarantee.

Non-modifiable, non-cancellable and non-refundable rates:

It is not possible to cancel and/or change a booking on a restricted rate. The stay is due in full and no refund will be made.

No-shows:

In the event of a no-show on a flexible reservation, without any information being sent to the hotel, the first night of the planned stay is due and will be charged to the credit card used as a guarantee or will be invoiced to the person booking the stay.

In the event of a no-show on a non-cancellable, non-modifiable, non-refundable reservation, without any information being sent to the hotel, the entire stay is due and will be charged to the credit card indicated as guarantee or will be invoiced to the person reserving the stay.

MEDIATION TOURISM TRAVEL

Legal obligations: - The professional must guarantee the consumer effective and free recourse to a consumer mediation system (art. L.612-1 of the Consumer Code).

'After having referred the matter to the administrative department of our company, SAS MASQ, and in the absence of a satisfactory response within a period of 3 months, the customer may refer the matter to the Tourism and Travel Ombudsman, whose contact details are given below:

Postal address: Médiation Tourisme et Voyage BP 80 303 75 823 Paris Cedex 17

Website: <https://www.mtv.travel/>

Web link concerning online dispute resolution for foreign customers

European Commission - Online Dispute Resolution

BLOCTEL SERVICE

Bloctel is a French public service designed to put an end to abusive canvassing.

‘Consumers who do not wish to be the subject of commercial canvassing by telephone can register free of charge on an opposition list against telephone canvassing.

For more information: <https://www.bloctel.gouv.fr/accueil>