

Those conditions are only effective for the direct booking from the hotel (by phone or mail). For the online bookings, please check the conditions of reservation and cancellation from the website on which you booked your room.

### Clause 1 – Reservation

#### **1) From the 1<sup>st</sup> of May to the 30<sup>th</sup> of September, French school holidays, bank holiday weekends, or Events (as the Vendée Globe Race):**

The booking is guaranteed by a deposit of the amount as follows:

- 1 night: 100% deposit requested at the time of reservation
- 2 nights: 50% deposit requested at the time of reservation
- 3 nights: 1<sup>st</sup> night in a deposit requested at the time of reservation
- 4 nights or more: 30% deposit requested at the time of reservation

#### **2) Other periods:**

We will request a credit card number as a guarantee. A payment authorisation request will be made at the reservation, for the amount of 1 night, or 2 nights if a stay is booked.

##### ➤ **When checking-in at the hotel:**

We will ask you to present us the Credit Card or the American Express you used when you made your reservation.

• On week-ends and national Holidays, we ask for a minimum stay of 2 nights for every reservations, in order to organise at best our teams' work, and guarantee you the best service.

### Clause 2 – Payment methods

Deposits can be paid by:

- Credit cards: Visa, MasterCard (16 numbers, expiry date, 3-digit number on the back of the card)
- American Express cards (15 numbers, expiry date, 4-digit code on the front of the card)
- Bank transfer

→ To save time, why not book by phone using your credit card

### Clause 3 – Changes and/or cancellations of bookings

At the reception of the deposit payment, reservations become definite; any changes of the dates and/or the number of guests must be notified by writing (post, e-mail or fax) and will only be possible once the hotel has given its agreement.

**During the stay:** for any interruption or reduction of stay for any reasons, the nights cancelled will be charged in full, **all bookings is due in its entirety**. In the case where the nights cancelled are booked back, the hotel may make the refund of the rate resold. (Unless the sanitary situation required a return home during the stay).

### Clause 4 – Cancellation policy, depending on the period

#### **French school holidays, bank holiday weekends, Valentine's Day, from the 1<sup>st</sup> of May to the 15<sup>th</sup> of June and from the 15<sup>th</sup> to the 30<sup>th</sup> of September:**

Cancellation free of charge until 5 days before your arrival, at D-5 the deposit is kept by the hotel.

*Example: Booking for the 10th of June, cancellation free of charge until the 5th of June.*

In case of partial cancellation at D-5, the deposit will cover the cancelled nights.

#### **From the 15<sup>th</sup> of June to the 15<sup>th</sup> of September, or Events:**

Cancellation free of charge until 15 days before your arrival, at D-15 the deposit is kept by the hotel.

*Example: Booking for the 20th of July, cancellation free of charge until the 5th of July at noon.*

In case of partial cancellation at D-15, the deposit will cover the cancelled nights.

#### **Other periods:**

Cancellation free of charge until noon the day before your arrival, beyond this delay the first night is charged on the credit card.

*Example: Booking for the 25<sup>th</sup> of March, cancellation free of charge until the 24<sup>th</sup> at noon.*

#### **No-show:**

If no contact is made by the client 24 at 10 a.m. the day after the arrival date, the reservation will be cancelled automatically and the total amount of the booking will be charged on the credit card.

### Clause 5 – Cancellation Insurance

We strongly recommend that you subscribe the cancellation insurance to cover your stay in our hotel. It costs:

- 15 € for a stay of 1 to 2 nights (per room reserved)
- 25 € for a stay of 3 to 6 nights (per room reserved)
- 45 € for a stay of more than 7 to 12 nights (per room reserved)
- 60 € for a stay of more than 13 nights or more (per room reserved)

This insurance permits you the refund of your deposit, less a 15 € administration fee (no fees for the Covid-19 situation).

At the latest we must be notified of cancellations at 8 am French time on the planned arrival date.

The cancellation insurance applies to the following reasons for cancellation:

- Accidents, illness, or death of the insured person and of the spouse, ascendants and descendants thereof;
- Degraded health situation (Covid-19) preventing travel (confinement, travel ban, etc.)
- If the insured person or the spouse thereof is made redundant subsequent to the reservation;
- Serious damage affecting the main residence (fire, water damage, theft, natural disasters);
- Travel problems (train or plane) relating to a strike, mechanical problems or an accident.

To be admissible, the cancellation of the stay must be notified by registered post and include documentary evidence that relates solely to the reasons as listed above.

Cancellation insurance must be paid for at the same time as the deposit. We will send you a confirmation note regarding the reservation and the insurance (by post, e-mail or fax). No cancellation insurance coverage may be taken out once the reservation has been confirmed.

### Clause 6 : Complaints

In case of no satisfactory answer given by the Reservation Service after a period of 15 days, the client can ask for the Mediator of Tourism and Travel on the following website : [www.mtv.travel](http://www.mtv.travel)