



Atlantic

Hôtel Restaurant Spa



Terms & Conditions

CONTENTS

1. Essential information *Page 3*

Booking & confirmation · Rates · Payment methods
Changes & cancellations · Gift vouchers

2. Your stay at Atlantic Hôtel *Page 4*

Booking · Times · Breakfast · Indoor pool · Pets · Parking
Changes & cancellations · Cancellation insurance

3. Your appointment at Spa by Omnisens *Page 7*

Booking · Gift vouchers · Changes & cancellations · Private spa bookings
Late arrivals · Wellness area · Children & teenagers · Health & pregnancy
Treatments · Personal belongings

4. Your table at Le Sloop restaurant *Page 10*

Booking · Changes & cancellations · Late arrivals · Services ·
Allergies & special diets · Children · Gift vouchers · Room service · Dress code · Pets

5. A question or complaint ? *Page 12*

Information · Complaints · Mediation

Terms & Conditions

1. Essential information

These terms and conditions apply to bookings made directly with **Atlantic Hôtel & Spa, Spa by Omnisens and Le Sloop restaurant**.

For bookings made through a booking platform or partner,
the terms stated at the time of booking apply.

1.1 - Booking & confirmation

All bookings are confirmed according to the terms stated at the time of booking. Depending on the service selected, **a bank card guarantee, deposit or full payment may be required.**

1.2 - Our rates

The applicable rates are those quoted and confirmed at the time of booking. **Prices are shown in euros, including taxes, unless otherwise stated.**

1.3 - Payment methods

We accept **bank cards** (Visa, Mastercard, American Express), **ANCV holiday vouchers and ANCV Connect, cash** and **bank transfers** when offered. **Bank cheques are not accepted.**

1.4 - Changes & cancellations

Terms vary depending on your booking: **hotel stay, spa or restaurant**. Please refer to the relevant section below.

In the event of a no-show or late cancellation, **all or part of the service may be charged** according to the booking terms.

1.5 - Gift vouchers

Gift vouchers may be used **during their validity period** and under the conditions stated at purchase. They must be presented when you visit.

Terms & Conditions

2. Your stay at Atlantic Hôtel

2.1 - Book your stay

Your booking is confirmed once the requested deposit has been received or, depending on the period, once your bank card has been registered as a guarantee.

From 1st May to 30th September, during school holidays, weekends and public holidays, on Valentine's Day or during certain events such as the Vendée Globe, deposits are payable at the time of booking.

- **1 night:** 100% of the stay
- **2 nights:** 50% of the stay
- **3 nights:** first night
- **4 nights or more:** 30% of the stay

Outside these periods, a bank card will be required as a guarantee and a pre-authorisation equivalent to one night may be made.

Some weekends and public holidays may require a **minimum stay of 2 nights**.

2.2 - Cancellation insurance

Optional cancellation insurance is available and must be taken out and paid for at the same time as the deposit, at the rates shown below per room.

- 1 to 2 nights: €16
- 3 to 4 nights: €29
- 5 to 6 nights: €39
- 7 to 10 nights: €56
- 10 nights or more: €89

It allows the deposit to be refunded, upon presentation of supporting documents, particularly in the following cases:

- accident, illness or death
- redundancy
- serious damage to the main residence
- train or air transport disruption caused by a mechanical problem or accident.

Cancellation must be reported **no later than 8:00 am on the scheduled arrival date** and **accompanied by the required supporting documents**.

A €15 fee per cancelled room will be deducted from the refund.

Cancellation insurance must be taken out and paid for at the same time as the deposit.

2.3 - Times

Your room is available **from 3:00 pm on arrival day** and must be vacated **by 12 noon on departure day**. If you arrive earlier, our team can look after your luggage until your room is ready.

2.4 - On arrival

The balance of your stay is payable on arrival. A bank pre-authorisation of €100 per night, up to €500, will also be requested for extras. **A physical bank card must be presented at reception.**

2.5 - Breakfast

Breakfast can be enjoyed **at the buffet, in your room, by the pool or in our sea-facing lounge**. Times, rates and details will be provided on arrival.

2.6 - Indoor pool

Our **indoor pool, heated all year round**, is reserved for hotel guests. It is open **daily from 10:30 am to 7:00 pm, with no age restriction**.

Children may use the pool under adult supervision.

Swimwear :

Women: **one-piece or two-piece swimsuit**, or a short swimming burkini.

Men: **swimming trunks or short swim shorts**. Long board shorts are not permitted.

As the water is chlorinated, we recommend avoiding delicate swimwear, keeping hair tied back and limiting contact with chlorinated water, especially for blond, coloured or bleached hair. Atlantic Hôtel & Spa cannot be held responsible for any alteration or discolouration of swimwear or hair caused by chlorinated water.

2.7 - Staying with your pet?

Pets are **accepted in guest rooms, subject to good behaviour and an additional charge**. Please let us know when booking.

Pets are **not permitted in Le Sloop restaurant, at breakfast, in the pool or in the spa**.

2.8 - Parking

Parking is free in the neighbourhood.

We also offer **paid parking spaces and lock-up garages close to the hotel**, by reservation and subject to availability.

2.9 – Need to change or cancel your booking?

Cancellation deadlines vary depending on the period of your stay.

School holidays, public-holiday weekends, Valentine’s Day, from 1st April to 4th June and from 26th to 30th September :

You may change or cancel **free of charge up to 5 days before arrival**.

After this deadline, deposits for the cancelled nights will be retained.

Example: for a booking on 10th April, cancellation is free until noon on 5th April.

From 5th June to 25th September and during certain events, including the Vendée Globe :

You may change or cancel **free of charge up to 15 days before arrival**.

After this deadline, deposits for the cancelled nights will be retained.

Example: for a booking on 20 July, cancellation is free until noon on 5 July.

Outside these periods:

You may change or cancel **free of charge until noon on the day before arrival**. After this time, the first night will be charged.

2.10 – No-show

If we have not heard from you **by 10:00 am on the day after your scheduled arrival date, your stay will be considered cancelled and charged in full**.

2.11 – Early departure or shortened stay

In the event of an early departure or a shortened stay, the nights originally booked remain payable.

A refund may nevertheless be considered if we are able to resell the cancelled night(s).

3. Your appointment at Spa by Omnisens

3.1 – Book your Spa moment

Access to the wellness area, massages, treatments and rituals can be booked **online, by phone, by email or directly with Atlantic Hôtel & Spa.**

All services are by reservation and subject to availability. Your appointment is confirmed once the booking has been validated and the requested deposit paid.

For bookings made directly with our team, **a deposit of at least 50% may be required.** The balance is payable on site before the service.

For bookings made and paid for online, the payment terms stated at the time of booking apply.

Do you have a gift voucher?

Gift vouchers may be used during their validity period and under the conditions stated at purchase.

Please tell us **when booking** that you wish to use a gift voucher. It must be presented on the day, in paper or digital format.

If your booking exceeds the value of the gift voucher, the difference remains payable by you.

3.2 – Change or cancel your appointment

We understand that plans can change unexpectedly. For access to the wellness area, a massage, treatment or ritual, your booking may be changed or cancelled **up to 6 hours before the scheduled time.** After this deadline, **the service will be charged in full.** In the event of a no-show, the deposit will be retained.

3.3 – Private spa bookings

Private spa bookings may be changed or cancelled up to 72 hours before the scheduled start time. After this deadline, **the full amount will be charged.**

Private use is limited to a **maximum of 9 people** and to the booked duration.

3.4 – If you are late

To ensure every guest enjoys the full time reserved for them, we cannot delay following appointments.

If you arrive late, the scheduled finishing time remains unchanged:

- for a massage or treatment, **the lost time is deducted from the service**
- for access to the wellness area, **the departure time remains as booked.**

We recommend arriving **10 minutes before your appointment** so you can begin your experience in a relaxed and unhurried way.

3.5 – Access to the wellness area

Our wellness area includes an **jacuzzi, hammam, infrared sauna, multisensory shower and herbal tea area.**

Unless you have booked a private session, **access is shared.**

Capacity is limited to a **maximum of 9 people.**

A bathrobe, bath towel and slippers are provided for bookings including wellness access.

As for swimwear, appropriate swimwear is required in the pool area.

- Women: **one-piece or two-piece swimsuit**, or a short swimming burkini.
- Men: **swimming trunks or short swim shorts.** Long board shorts are not permitted.

As the water is chlorinated, some fabrics may fade or deteriorate. We recommend avoiding delicate swimwear. Basic swimsuits are available for purchase on site if required.

As for your hair, we recommend tying it back and limiting contact with chlorinated water, particularly for blonde, coloured or bleached hair, which is naturally more sensitive to colour changes. Atlantic Hôtel & Spa cannot be held responsible for any alteration or discolouration of swimwear or hair resulting from contact with chlorinated water.

3.6 – Personal belongings

Lockers are available. We recommend leaving valuables at home and **removing jewellery before entering the wellness area or beginning a treatment.**

You remain responsible for your belongings. Subject to applicable law, the establishment cannot be held responsible for loss, theft or damage.

3.7 – Children & teenagers at the Spa

The wellness area is accessible from age 12, and minors must be accompanied by an adult.

Younger guests can enjoy treatments from our **Little Moments collection from age 8.**

For **My First Massage**, the child is accompanied by an adult and chooses two areas from the back, legs, feet or head. Other Little Moments treatments are offered according to the ages stated on our treatment menu.

3.8 – Health, pregnancy & contraindications

Our massages and treatments are intended for **wellbeing and relaxation only.**

They are not medical treatments.

Before your appointment, please tell us about any situation requiring adaptation or making a service unsuitable: **pregnancy, recent surgery, health condition, allergy** or any other relevant information.

Where there is a contraindication or health risk, our team may adapt, postpone or refuse a service.

During pregnancy, access to the wellness area is not recommended. Pregnancy-adapted massages and body treatments are available **from the 4th to the 8th month**, provided there are no contraindications. Prior medical advice is recommended.

3.9 – Before your treatment

Disposable underwear may be provided for certain massages and body treatments.

Please tell your therapist about any sensitivity, discomfort or pain before or during the treatment so it can be adapted.

The stated duration corresponds to the treatment protocol.

3.10 – Respect for the Spa and other guests

The Spa is a **calm, intimate space.** Please respect other guests and the instructions for using the facilities.

Terms & Conditions

4. Your table at Le Sloop restaurant

4.1 – Book your table

Le Sloop welcomes you for dinner from **7:15 pm**, with last orders at **9:15 pm**.

Your table can be booked **online, by phone or by email**, subject to availability.

For bookings of **5 to 10 people**, a **€50 deposit** per booking is required to confirm your table.

For more than 10 people, please contact us for group booking terms.

For certain special evenings or events, particularly **Valentine's Day and New Year's Eve dinner**, specific conditions apply. A deposit of **50% of the amount per person** is required at booking.

4.2 – Change or cancel your table

For bookings of **5 to 10 people**, you may change or cancel **until noon on the day of your booking**. After this time, **the €50 deposit will be retained**.

For special evenings such as **Valentine's Day or New Year's Eve dinner**, cancellation is possible **up to 72 hours before the event**. After this deadline, the deposit will be retained.

4.3 – If you are late

Your table will be held for **15 minutes after your booked time**.

If we do not hear from you by this time, we reserve the right to **make the table available to other guests**.

4.4 – First or second sitting?

During busy periods, particularly **in high season and at weekends**, tables booked for the first sitting may be reserved for another party afterwards.

If you would like to take your time and enjoy a more leisurely dinner, we recommend **choosing the second sitting** when making your reservation.

4.5 – Allergies & special diets

Allergy, intolerance, gluten-free or low-salt diet, pregnancy requiring certain adaptations... please let us know **at least 24 hours before your visit**.

This allows our Chef and team to prepare and, whenever possible, **adapt the menu to your needs**. We cannot guarantee an adaptation for last-minute requests.

4.6 – Children

High chairs are available for little ones. Please let us know when making your reservation, and we will prepare your table accordingly.

4.7 – Gift vouchers

Would you like to use a gift voucher for your dinner?

Please make sure to let us know when making your reservation and bring your gift voucher with you on the day of your visit.

Gift vouchers may be used during their validity period and under the conditions stated at purchase.

4.8 – Room service

Our restaurant menu is also available through room service **for hotel guests, during the restaurant's opening hours**.

The full menu can be served in your room, **with the exception of seafood**.

4.9 – Dress code

Le Sloop enjoys beautiful dining without formality. **Smart attire is appreciated**.

4.10 – Pets

Pets are not permitted in Le Sloop restaurant.

5. A question or complaint?

5.1 – Need information?

Our team is available for any questions about your stay, your Spa appointment or your reservation at Le Sloop restaurant.

5.2 – Complaint & mediation

All complaints must be submitted to us in writing.

After contacting the reservations department and if no satisfactory response has been received within 30 days, the customer may refer the matter to the Médiateur du Tourisme et du Voyage. Contact details and referral procedures are available at: www.mtv.travel



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