



Les Roches Noires

*Hôtel & Spa*

Les Sables d'Olonne

# General terms and conditions for sales and reservation

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 the reservation and cancellation from the website on which you booked your room.

## **Article 1 - Reservation**

1) From the 1st of May to the 30th of September, on week-ends and 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: 1st 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.
- 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.

Upon arrival at the hotel:

The balance of your stay must be settled upon arrival at the hotel. A pre-authorization of €50 per night (up to a maximum of €250) will also be carried out on a credit card, which must be physically presented.

## **Article 2 - Payment methods**

Deposits may be paid by:

- Credit card (Visa or MasterCard) via a secure payment link
- American Express (by providing card details to the reservations department)
- ANCV holiday vouchers & ANCV Connect vouchers
- Bank transfer

Final payment at the end of the stay: bank cheques are no longer accepted.

## **Article 3 - Changes to and cancellations of the bookings**

Upon receipt of the deposit, the reservation becomes final; any changes to the dates and/or number of guests must be communicated in writing (by letter or email) and will only be possible subject to the hotel's approval.

During the stay : in the event of an interruption or reduction of the stay, regardless of the reason, the cancelled nights will be charged in full; the entire booked stay remains payable. If the cancelled nights are rebooked, the hotel may proceed with a partial or full refund (depending on the resale conditions).

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## **Article 4 - Cancellation policy**

School holidays, public holiday weekends, Valentine's Day, from April 5 to June 6 and from September 21 to 30:

- Free cancellation or modification up to 5 days before the arrival date. As of D-5, the deposit will be retained.
- Example: for a reservation on April 10, cancellation is free until April 5 at noon.
- In the event of a cancellation or partial modification as of D-5, the deposit will cover the cancelled nights.

High season from June 7 to September 20 or during special events (e.g., Vendée Globe):

- Free cancellation or modification up to 15 days before the arrival date. As of D-15, the deposit will be retained.
- In the event of a partial cancellation as of D-15, the deposit will cover the cancelled nights.

Outside these periods (except during the Vendée Globe departure weekend):

- Free cancellation or modification until noon the day before arrival. Beyond this time, the first night will be charged.

No-show:

- If the hotel receives no news from the guest by 10:00 a.m. the day after the scheduled arrival date, the reservation will be cancelled and charged at 100%.
- Example: for a reservation starting June 10 for 5 nights, if no news is received by June 11 at 10:00 a.m., the entire stay will be charged.

## **Article 5 - Cancellation insurance**

We strongly recommend that you subscribe to our cancellation insurance package:

- €16 for a stay of 1 to 2 nights (per room booked)
- €29 for a stay of 3 to 4 nights (per room booked)
- €39 for a stay of 5 to 6 nights (per room booked)
- €56 for a stay of 7 to 10 nights (per room booked)
- €89 for a stay of more than 10 nights (per room booked).

This coverage guarantees reimbursement of the deposit paid in the following cases, subject to supporting documentation:

- Accident, illness, or death of the insured, their spouse, ascendants, or descendants.
- Redundancy (economic dismissal) of the insured or their spouse occurring after the reservation.
- Serious damage to the main residence (fire, water damage, theft, natural disasters).
- Transport issues (train or plane) due to a mechanical problem or accident.

We must be informed of the cancellation or modification no later than 8:00 a.m. on the scheduled day of arrival.

To be valid, the cancellation or modification must be notified in writing (letter or email) with the necessary supporting documents, and only for the reasons listed above. A cancellation fee of €15 (per cancelled room) will be deducted from the refund.

The cancellation insurance must be paid at the same time as the deposit. We will then send you your booking and insurance confirmation (by letter or email).

## **Article 6 - Complaints**

After contacting the reservations department, and in the absence of a satisfactory response within 30 days, the guest may refer the matter to the Tourism and Travel Mediator. Contact details and submission procedures are available on the website: [www.mtv.travel](http://www.mtv.travel).



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*Hôtel & Spa*

12 Promenade Clemenceau  
85100 LES SABLES D'OLONNE  
WWW.HOTEL-LESROCHESNOIRES.COM

Contact 0033 (0)2 51 32.01.71

info@hotel-lesrochesnoires.com

Online Spa Reservation : [here](#)

[Online Restaurant Reservation : here](#)