

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.

## Article 1 – Réservations

### 1) From the 15<sup>th</sup> of June to the 15<sup>th</sup> of September, weekends from April to September (except 15<sup>th</sup> of June to 15<sup>th</sup> of September), bank holiday weekends, or Events:

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 using the card details but no deposit will be charged on it.

## Article 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

## Article 3 – Changes to and 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.

## Article 4 – Cancellation Policy

### Weekends from the 15<sup>th</sup> of June to the 15<sup>th</sup> of September (except form the 15<sup>th</sup> of June to 15<sup>th</sup> of September) and bank holiday weekends:

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

*Exemple: Booking for the 10<sup>th</sup> of June, cancellation free of charge until the 5<sup>th</sup> 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.

*Exemple: Booking for the 20<sup>th</sup> of July, cancellation free of charge until the 5<sup>th</sup> 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.

*Exemple: 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.

## Article 5 – Cancellation insurance

We recommend that you take out the cancellation insurance coverage that we provide. It costs:

- 10 € for stays of one or two nights (per room booked)
- 20 € for stays of three nights and over (per room booked)
- 40 € for stay longer than 10 nights (per room booked)
- 60 € for a stay over 20 nights (per room booked)

This insurance permits you the refund of your deposit, less a 15 € administration fee.

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;
- 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.

## Article 6 - Réclamation

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)