



GENERAL TERMS OF SALES :

➤ RESERVATION: for any reservation will be required :

- ◆ A mobile (or fixed) telephone number and/or a valid e-mail address
- ◆ An estimated time of arrival
- ◆ A guaranty by credit card number VISA / MASTERCARD or AMEX with expiry date (or a deposit of 30% of the amount by french check in € or bank transfer)
- ◆ If possible, a confirmation by e-mail, fax or letter
- ◆ For groups : a prepayment (deposit) is required, the amount of this deposit will be specified according to the number of guests and the total amount of services
- ◆ Any booking for a « Gift Voucher » must be paid in full when the booking is made
- ◆ Any booking involves full acceptance of terms of sales and cancellation policy as mentioned in our official website

➤ PAYMENT :

- ◆ The invoice of the total amount of your stay (in €), included extras, (or balance if a deposit has been paid in advance) will be paid at the reception desk of the hotel on departure.
- ◆ For groups and seminar meetings, the balance will be paid on receiving the bill.
- ◆ Accepted forms of payment : credit card VISA /MASTERCARD/ Maestro, AMEX card, french check in €, cash money (€) or bank transfer.

➤ Terms of CANCELLATION:

- ◆ In case of earlier departure, the total amount of your stay is due, except in case of medical emergency (with medical certificate) or for any justified extreme urgency.
- ◆ The extension of your stay depends of our availabilities.
- ◆ Any changement concerning dates of your stay may provide changements of prices along the season and/or changements of bedroom and/or another sort of bedroom proposed according to our availabilities.
- ◆ Cancellation policy :
- ◆ cancellation up to 72 hours prior to arrival : free of charge
- ◆ cancellation less than 72 hours prior to arrival : total price of the room for 1 night
- ◆ No Show on arrival day : 100 % total amount of stay (total amount for services of the stay booked on reservation).
- ◆ « Early-Booking » for a reservation made more than 15 days in advance of arrival (special price with payment made on reservation) : no refund is applicable in case of aany cancellation or changement of date
- ◆ « Last Minute Booking » reservation made maximum 48 hours prior to arrival : no cancellation is applicable, payment of 100 % price of the room for 1 night is requested.
- ◆ Groups : allowed cancellation, free of charge if more than 20 days prior to arrival. Between 20 days and 72h prior to arrival, 50% of total amount of the stay will be requested. Less than 72h prior to arrival , same terms as individual cancellation policy.
- ◆ Forfait,package and special offer : same cancellation policy up to 72h prior to arrival. In case of cancellation less than 72h prior to arrival, all services included in the forfait or package or special offer must be paid in full.