

GENERAL TERMS OF SALES

Reservation:

It's impossible for us to guaranty a specific allocation of room.

Deposit:

Reservations are only considered as confirmed when accompanied by a deposit of 40%. The amount being deducted from the final bill.

Cancellation conditions:

In any case we will deduct 10% of the deposit to cover expenses (with a minimum of 50€).

For any cancellation:

More than 28 days before your arrival, the deposit will be refunded but deducted to cover expenses.

Between 21 and 28 days, the deposit won't be refunded.

Between 8 and 20 days, 70% of the total amount will be charged.

Between 2 and 7 days, 90% of the total amount will be charged

D-1 and No-show, all of the total amount will be charged.

Cancellation insurance: It's advisable in our clientele to protect itself by an insurance cancellation travel in case of total or partial cancellation of its stay.

For this, we can recommend:

CIGNA ASSURANCES propose cancellation insurance provided via our hotel, for 3.5% of the total value of your stay. Insurance must be signed at the same time of the booking. Download or ask for the form.

MONDIAL ASSISTANCE travel insurance proposes cancellation insurance, for 4% of the total value of your stay. Insurance must be signed directly online when booking.

www.mondial-assistance.co.uk

Shortened stays:

In case you should shorten your stay (or arrive latter) and that we are unable to resell the room, the initial amount of the stay will be totally invoiced for compensation.

Check-in:

We will do our best to ensure that your bedroom is ready as soon as possible. However you should plan on it not being available until 4 pm. All reservations are kept until 6 pm. Please contact the reception service if you arrive after 10 pm to collect your key and the hotel access code.

Check-out:

Rooms must be vacated between 10am and 11am. For any room not freed after 11am, 50% of 1 night amount will be charged, except agreement with the reception.