

TERMS AND CONDITIONS FOR BOOKINGS AND STAYS

Booking:

A deposit is required at the time of booking. Unless otherwise agreed, the amount of the deposit is set at 20% of the cost of the stay for the low season and 30% of the cost of the stay for the high season (school holidays and weekends).

The booking only becomes firm on receipt of the deposit and of the booking form duly dated and signed.

The deposit may be paid as follows:

By letter: by sending the booking form before the end date for the option together with a cheque for the required deposit for French residents, or an international transfer for those resident outside France.

By telephone or fax: the payment can be made by bank card. Verbal or written transmission of your bank card number implies your agreement to pay the amount agreed at the time of booking your stay, in the same way as a payment by cheque. We have been authorized by our bank to use a device to receive CREDIT CARD payments (CB, VISA, EUROCARD and MASTERCARD) which may be used to receive deposits by telephone or fax.

Prices: all of the prices indicated on our leaflets and price lists are inclusive of tax and are given for information only. Our prices may be amended without prior notice. The prices in force at the time of booking shall apply.

Confidentiality

Your personal details are solely required for the purposes of our booking department. We undertake not to pass on this information to third parties. You are entitled to access, modify, amend and remove your personal data, pursuant to Article 34 of the French Data Protection Act of 6 January 1978.

Conditions for cancellation

The following terms apply in the event of cancellation of a stay:

- Cancellation 30 days or more before the arrival date: Repayment of the deposit or credit.
- Cancellation 30 days or more before the arrival date: the deposit is retained.
- Cancellation 15 days or less before the arrival date: you shall be charged 50% of the cost of your stay
- Cancellation 7 days or less before the arrival date: you shall be charged 100% of the cost of your stay.
- Stay shorter than planned: you shall be charged 50% of the daily rate per night that is cancelled.

Groups may reduce the number of spaces reserved by up to 10% without any penalty. Where the number of spaces reserved is reduced by more than 10%, unless a more favourable commercial agreement has been reached, the deposit paid shall not be deducted from the invoice.

Termination of the booking:

We may terminate bookings without any obligation to pay damages to the customers concerned, in the event of an act of God or if the inn is forced to close.

Accommodation and stays:

Allocation of rooms: no particular room is allocated at the time of booking, unless otherwise specified in writing on the booking form.

Arrival: Your room shall be available at the latest at 5 pm. Please inform us of any late arrival (after 8 pm). The price for an overnight stay includes sheets. However, do not forget to bring your bathroom linen.

Smoking is not permitted at the inn. Smoking is forbidden in all of the rooms and also in all of the shared areas (shower rooms, reception, dining room etc.). A smoking area is available outside.

In the interest of hygiene animals are not admitted.

Cooking is not permitted in the rooms or in any of the shared areas.

Do not disturb the other visitors. Do not make any noise after 9 pm. Be quiet on the staircases and do not slam the doors.

Meal times:

Breakfast: from 8 am to 9 am / lunch: 12 noon / dinner: 7 pm. Would you kindly respect these times to avoid disrupting the organization of the meal service. These times can be adjusted for groups to fit in with the activities planned by the group organizers. Orders for meals to be eaten at the inn or to be taken away must be placed at least 24 hours in advance.

Liability: The hotel does not accept liability for any loss, theft or damage that arises on the premises of the hotel resulting from an act of God or caused by visitors.

Departure: you must vacate your room by 12 noon. A luggage room is at your disposal to allow you to make the most of your last day. When you leave, would you kindly leave the key to your room at the reception.

Payment of amounts due in respect of your stay:

Payment must be made at the end of the stay in cash or by cheque, credit card or Chèque-Vacances (French holiday vouchers). Luncheon vouchers are not accepted.

Complaints and disputes:

Any disagreement regarding the interpretation or performance of the present General Terms and that cannot be settled amicably shall be referred to the Commercial Court of Saint-Dié (French département No. 88).