

## SALES CONDITIONS AND CANCELLATION POLICY

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The following conditions apply to all rentals and reservation of hotel rooms and suites sales by SAS HOTEL DES TROIS VALLEES.

### LEGAL BACKGROUND

The indication supplied in this file are provided after taking into account the state of the regulations at the time the file is published, without prejudice to any modifications that occur after its publication.

This rental is agreed for a temporary leisure residence. The tenant may not exercise any commercial, crafts or professional activity therein.

These booking conditions and any matters arising from them are subject to and governed by French Law.

### SUBSCRIPTION & RESERVATIONS

- Information required prior to booking:
  - ✓ **Number of guests:** as soon as you make the booking, you will be required to state the number of guests – both adults and children – who will occupy the hotel rooms or the suite during the stay. In no event may the number of guests exceed for which the hotel rooms and suite are furnished.
  - ✓ **Pets:** Out of respect for guests with allergies, pets are allowed in our hotel rooms and suite only upon request (25 euros per pet per day).
  - ✓ **Guests requiring special services:** any guests who require a special service because of their state of health must notify us of their requirements at the time of booking so that we can state any reservations we may have with regards to whether this is the right type of accommodation, to advise against it or to offer the most appropriate type of accommodation.
  - ✓ **Our rates are public,** taxes and services included, except the local tax. Change of rates may occur without any notice.
  - ✓ **Booking is confirmed only with down-payment received as follow:**
    - 50% of the total payment for a booking. For rooms & suite.  
Balance is due 1 month before arrival.
    - 100% of the total payment is due at the time of booking if booking is made 1 month before arrival for rooms & suite.
  - ✓ Booking is only guaranteed with credit card. Credit card is always required at the time of booking for any type of accommodation
  - ✓ An extra charge of 5% will be taken if the payment is done by American Express

#### HÔTEL DES 3 VALLÉES \*\*\*\*

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- ✓ For special offers, payment is 100% at time of booking. These offers are non-cancelable, non-refundable, modification under certain conditions (detailed conditions in the offer).
- ✓ Packaged rates (B&B, Half Board, etc.) are considered of elements inseparable from each other and not refundable if not used
- ✓ The Local tax have to be paid on the spot, before the departure

## MODIFICATIONS – CANCELLATIONS

- Any modification to your stay:

In the event of force majeure, events beyond our control or for obvious reasons involving safety or maintenance, we may be forced to alter part or all our accommodation.

- Modifications to essential elements of the booking :
- **By the hotel:** once the clients has been informed, he has the choice between cancelling his contract and obtaining the full reimbursement of any amounts he has paid or accepting the change proposed by the vendor, in which case an amendment to the contract is signed between the parties.
- **By the guest:** once we are informed by recorder delivery, we shall do whatever is possible to find a satisfactory solution. If this is impossible for us, the modification will be considered as a cancellation and it will be subject to the conditions applied to the situation.

- Cancellation:

- ✓ We recommend to the individual guests to arrange with their own insurance company a cancellation insurance premium to cover all penalties.
- ✓ For guests who could not arrive on the due date or leave before the end of the stay, will be charged 100% of the contracted rates for these specific nights.
- ✓ Booking is confirmed only after the payment of a deposit as mentioned on page 1 of this document.
- ✓ Any booking confirmed and paid (totally or partially) will generate penalty fees in case of cancellation.

## Cancellation fees for hotel bedrooms & suite:

- |  |                      |
|--|----------------------|
| - In case of cancellation more than 60 days before arrival:      | 0% of total amount   |
| - In case of cancellation between 59 and 31 days before arrival: | 30% of total amount  |
| - In case of cancellation between 30 and 15 days before arrival: | 50% of total amount  |
| - In case of cancellation less than 14 days before arrival:      | 100% of total amount |

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- Interruption of stay:

In the event the stay is interrupted, even for medical reasons or in cases of force majeure, the client may not claim any reimbursement from us. To cover this possibility, we advise you take your insurance.

## RESPONSIBILITY

- **Hotel responsibility:** since safes are available to clients in hotel rooms & suite the hotel will not be held responsible for theft or loss of personal items on the premises or in rooms.
- **Guest's responsibility:** in the case of missing objects, and/or damage to the interior of hotel rooms, suites, the cost of the damages will be either deducted from the security deposit or billed to and paid for by the guest.

## STAY

- Check in and Check out time:

Our check-in and check-out times must be respected by clients or the clients will be subject to extra time fees equivalent to the rate for one night of the accommodation reserved.

- **Check-in** (Time by which the room or the suite is guarantee available): 04h00 pm
- **Check-out** (Time by which the client must leave the room or suite) : 11h00 am

- The following are not considered as payment :
  - Giving a credit card number as long as no authorization from the centre has been obtained.
  - A check as long as it has been not debited except a bank check
  - A postal order that we have not been in a position to cash, or a bank transfer as long as we have not received confirmation from our bank.
- All payments are due as of the date stated in the contract agreed upon payment conditions
- In case of payment by bank transfer or by credit card, bank charges are the responsibility of the clients and are added to the total amount of the stay.
- The extra expenses cannot be paid by check at the check-out.

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## SAFETY SPA

- Internal Regulations:

Each tenant is responsible for any disturbance caused by guests residing in their rented hotel rooms or suite. If the peace and quiet, well-being or safety of people living or working on the estate is threatened, we may put an immediate end to the stay, without any compensation whatsoever.

The client must occupy the accommodation conscientiously and avoid any carelessness or negligence. In particular, he must not leave the hotel rooms or suites unlocked without supervision and he must lock up in his absence to avoid any intrusion.

In general, clients must use the house and the furnishing therein as they should normally be used.

A safe box is at the disposal of all guests in each hotel rooms and suites. Guests are responsible for their own personal belongings.

SAS HOTEL DES TROIS VALLEES is in no way responsible of stolen items.

- SPA:

To ensure the safety of children, the following precautions must be taken, in particular:

- Never leave a young child alone near the Jacuzzi
- Never leave a child alone in the water, even if they know how to swim. They must always be under the supervision of an adult capable of saving them in the event of an accident.
- Never leave toys or other items floating on the water; they may encourage children to approach the water.
- Always fit inflatable armbands or floating costumes on young children.

SAS HOTEL DES TROIS VALLEES's responsibility is not involved in case of accident or death.

- In-home service:

For safety reasons, it is strictly forbidden to use external vendors' services in our hotel rooms & suite for food & beverage delivery, catering, massage, baby-sitting, housekeeping, etc. SAS HOTEL DES TROIS VALLLES is able to provide any service you may require 24/24 with our concierge.

## LIABILITY AND COMPLAINTS

- Liability:

In order to ensure your safety and your peace and quiet, our estate is guarded 24 hours a day. However, each client is responsible for the property entrusted to him. It is up to him to take the appropriate measures and to use the safes placed at his disposal. In no event shall we be liable in the event of damage or theft within hotel rooms or the suite or on the estate.

Clients must also be able to prove that they have taken out multi-risk and civil liability insurance with a reputedly solvent insurance company.

- Complaints:

For our clients, the properties managed by SAS HOTEL DES TROIS VALLLES must remain the background to an unforgettable stay that leaves them totally satisfied.

This is why we ask to inform us as soon as possible any complaints you may have during the stay of your clients so that we can remedy them as quickly as possible.

The sales and conditions must be signed by client at the time of booking and returned to the reservation with payment.

Date -----

Name -----

First name -----

Signature -----

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