

## **GENERAL CONDITIONS OF SALE**

### **RESERVATION CONDITIONS – INDIVIDUAL CUSTOMERS**

In order to be firm and definitive, every reservation must be guaranteed with a debit card number and its expiry date, a time of arrival and a phone number.

### **CANCELLATION – INDIVIDUAL CUSTOMERS**

Your standard price reservation can be canceled for free until 24 hours before the day of arrival.

The non refundable prices are not cancellable and non refundable.

In case of interruption of the stay by the customer, no refund will be made, unless it is justified with a medical certificate.

In case of « no-show » (absence of a cancellation/modification and no showing on the expected date), the hotel will charge the customer 100 % of the amount of the reservation, tax included.

### **RESERVATION CONDITIONS – GROUPS**

Payment of a 40 % deposit on the confirmation of the group.

Payment of the remaining balance, tax included, to be made 15 days prior to the group's arrival.

Final rooming list to be communicated 20 days prior to the group's arrival.

The reservation will only be considered as firm and definitive with the payment of the deposit.

In case it wasn't done, we reserve the right to recover the rooms.

### **CANCELLATION – GROUPS**

Cancellation prior to 45 days : refund of the paid deposit.

Cancellation between 30 to 44 days : 50 % of the total amount for the reservation will be retained.

Cancellation between 29 to 15 days : 70 % of the total amount for the reservation will be retained.

Cancellation from 15 days to the day of arrival : 100 % of the total amount for the reservation will be retained.

## **COMPLAINTS**

In accordance with the articles L. 616-1 and R 111-1 6° of the consumer code, the customer has the right to refer to the mediator of tourism and travel whose contact details are as follows :

Médiateur Tourisme Voyage  
MTV Médiation Tourisme Voyage  
BP 80 303  
75823 Paris Cedex 17

### **HOW TO REFER TO THE MEDIATEUR ?**

Download and complete the referral form on the website [www.mtv.travel](http://www.mtv.travel), attach all the necessary documents for the processing of the file and send it to the following address :

**MTV – Médiation Tourisme Voyage**  
**BP 80 303**  
**75 823 Paris Cedex 17**