

GENERAL TERMS OF SALES WINTER 2020/2021

RESERVATION

It's impossible for us to guaranty a specific room allocation. *Due to the current health situation, we cannot guarantee the full opening of our services.*

RATES

Rates can be change in case of important economic changes.

For New Year's Eve dinner, an extra charge for clients on a half board basis will be required. No extra charge required for children having dinner earlier at the children restaurant.

CONDITIONS RELATED TO PRE-PAID RATES

Deposit: 100% of the amount of the stay is to be paid upon booking.

Cancellation: The total amount of prepayment will be retained for any cancellation.

Modification of stay: In case of modification of the date of arrival and/or departure, the initial amount of the initial stay will be billed in full, as compensation, without other form.

CONDITIONS RELATED TO FLEXIBLE RATES

Upon booking, 10% of the reservation is charged and non-refundable.

Deposit: 40% of the amount of the stay is to pay at the reservation.

Cancellation between 30 and 7 days before arrival: the amount of deposit will be charged.

Cancellation between 7 days and the day of arrival: the total amount of the booked stay will be charged.

The amount of the deposit or the total amount of the stay will be refunded to you in the event of confinement on French territory due to the Covid-19 pandemic, and in accordance with the government directives in force.

CANCELLATION INSURANCE

We strongly advise that clients take out the necessary cancellation insurance to cover any costs associated with having to cancel (total or partial cancellation of the stay).

SAFEBOOKING travel insurance proposes cancellation insurance. [This insurance must be signed directly at time of online booking.](#)

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 4pm. Please contact reception desk if you arrive after 10pm to collect your room key and the hotel access code.

CHECK-OUT

Rooms must be vacated between 10am and 11am. For any room not released after 11am, an amount of 50% of 1 night will be charged, unless agreed with the reception. City taxes and all unpaid extras for which tickets have been signed will be charged to your card.