

TERMS OF SALES

Individual reservations

Art. 1 – APPLICABLE REGULATIONS – SCOPE

These conditions apply within the framework of Articles L. 441-10 of the Commercial Code and D311-5 of the Tourism Code, governing the activity of classified accommodation for transient customers and for a limited time. They are applicable to all Hotels of the ARTELOGE brand as part of an individual activity (- 10 rooms).

Art. 2 - RESERVATION

GUARANTEES

All reservations must be guaranteed by a valid credit card.

Each of the establishments may, during the stay, make a request for authorization (also called "pre-authorization" or "PLBS") up to the amount of the reservation and a lump sum to guarantee possible consumption or additional expenses over the duration of the stay. This pre-authorization corresponds to a reserve made on the customer's account during a period defined by his bank. It is in no way a debit.

CONDITIONS

Depending on the establishments, dates and prices chosen, or even the length of stay or from a certain amount of services, specific conditions for the payment of partial (deposit) or total payment for the stay may be requested. More particularly, during periods of trade fairs, conventions or very strong seasonal activities, the booking conditions may be subject to prepayment for the entire stay.

EARLY DEPARTURE AND NO-SHOW

- In case of early departure, 100% of the amount canceled will be required.
- In case of no-show (cancellation without notice), 100% of the canceled amount will be required.

CHECK-IN AND DEPARTURE

The rooms are available from 3:00 p.m. on the day of arrival and must be vacated by 12:00 p.m. on the day of departure. The satisfaction of individual requests relating to an early arrival or a late departure cannot be guaranteed by the Hotel. Without prior agreement from us, we reserve the right to charge penalties.

PRICE

The prices are expressed in euros. Accommodation prices are increased by the tourist tax. They may be modified in the event of a legislative and/or regulatory change likely to lead to price variations such as: modification of the applicable VAT rate, introduction of new taxes, modification of the regime of an existing tax, etc. The VAT rate applied will be the rate in force on the date of invoicing.

CANCELLATIONS

For each offer chosen at the time of booking, special conditions specify the terms and conditions for canceling and/or modifying the booking. Otherwise, these cancellation conditions apply. The total or partial cancellation (reduction of the stay or the number of rooms) of a reservation within a period of up to 7 days before the client's arrival will not result in any penalty. Beyond this period, in the event of total or partial cancellation, compensation corresponding to the full amount including tax of the reservation will be due. As part of a reservation with prepayment, the establishment will keep as a deposit all the sums paid by the customer when booking. In the context of a reservation without prepayment, the hotel will debit the credit card provided at the time of reservation for the total amount including tax of the stay initially reserved.

Art. 3 – PAYMENT

Unless specific and written prior agreement, the terms of payment are CASH.

Art. 4 – DEGRADATION

Any degradation by the customer will be invoiced under the refurbishment price conditions. The rooms are non-smoking. It is therefore forbidden to smoke in the room. Offenders are liable to a fixed fine per establishment.

Art. 5 – RESPONSIBILITY - INSURANCE

The Establishment cannot be held responsible for theft or damage that may be suffered by the equipment or goods stored by the customer during the stay or the event. Under no circumstances can the Establishment be held responsible for the disappearance of personal items. Safe-deposit box are available in all rooms.

Art. 6 – FORCE MAJEURE

The Establishment reserves the right to cancel the reservation contract free of charge in the event of the occurrence of a case of force majeure within the meaning of French law. No compensation can then be claimed by the customer from the Establishment in the event of the occurrence of such an event.

Art. 7 – LITIGATION

Any consumer has the right to have recourse to a consumer mediator for the amicable resolution of the dispute between him and a professional. In case of disputes, the attribution of competences is made to the Court of Lyon.

Art. 8 – COPYRIGHT

For any event with orchestra, shows, or public screenings, a prior declaration must be made by the organizer to S.A.C.E.M.