

General Conditions of Sale - Hôtel de la Côte Fleurie **

55 avenue de la République 14800 Deauville

ARTICLE 1: APPLICATION OF THE GENERAL CONDITIONS OF SALE (GTC)

These General Conditions of Sale (GTC) apply to the reservation made by the Customer. Any reservation therefore implies full and unreserved acceptance by the Customer of these conditions.

ARTICLE 2: ORGANIZATION OF THE RESERVATION

For all Customers, the reserved rooms are made available from 3 p.m. on the day of arrival. They must be released no later than 12 noon on the day of departure, any exceeding of this period may result in the billing of an additional night.

1 / Reservations can be made directly at the hotel, by mail, e-mail or telephone. Except at the last minute, this reservation method is subject to confirmation by email by the Hotel. If the reservation is made on the websites of our partners, or directly with one of our partners, no confirmation from the Hotel is sent to the client.

2 / For the reservation to be final, last minute reservation or not, the customer must provide a bank guarantee (bank card number with validity date). Giving a bank card number commits the customer to the hotelier and implies his acceptance of the conditions of sale.

The Hôtel de la Côte Fleurie ** reserves the right to pre-authorize the credit card before the date of arrival.

3 / In the case of a reservation made by phone, email or on the hotel's website (www.hoteldelacotefleurie.com) for which payment cannot be made online, the details of the bank card are noted. by the Hotelier who keeps them in a secure place and destroys them at the end of the customer's stay.

If the reservation is made on the website of one of our partners, the Hotelier retrieves the bank details provided by the Customer on the site.

The Hotelier undertakes to only use the details of a customer's bank card in the event of cancellation as specified in Article 3 of these T & Cs or to pre-authorize the card corresponding to the amount of the first night, before the customer's arrival or to pay for the hotel bill if the customer has left before the minimum check-out time without having made his payment in advance.

4 / For companies, we set up agreements with the possibility of deferred payment by check or bank transfer.

ARTICLE 3: CANCELLATION

As invoicing is done on the basis of the services ordered for the entire stay, the Customer is invited to pay the greatest attention to the cancellation conditions defined below.

1 / The following are considered to be cancellations: - Change in the dates of the reservation, - Failure to pay contractual deposits, - Oral or written warning of the Client's non-attendance for personal reasons, - Non-attendance of the Client without warning, - Breach of Hotel rules.

2 / Any stay booked or started at the Hotel is due in full in accordance with the reservation made by the Customer. No reduction or discount will be made in the event of non-attendance or early departure, at the initiative of the Customer, for whatever reason.

3 / Regarding reservations made directly at reception, by phone or on one of our partner sites (Booking.com, Expedia.fr, etc., with the exception of the hotel's website), the customer may cancel your reservation free of charge up to 2 full days before the day of arrival. The customer must pay the amount of the entire stay if he cancels within 2 days preceding the day of arrival, regardless of the reason for cancellation (For example, free cancellation possible until the Tuesday preceding at midnight for an arrival scheduled on Friday). The amount of the cancellation fee will be debited from the credit card provided as a guarantee when booking.

So,

- In the event of a reservation with a guarantee by credit card, the cancellation period free of charge is 2 full days before the planned arrival day (more than 48 hours) (for example in the event of arrival on Friday, the cancellation must take place before Tuesday at midnight).
- In the event of a reservation with a guarantee by bank card and cancellation less than 2 full days before the day of arrival (less than 48 hours), the entire stay will be charged. (For example in the event of arrival on Friday, if the cancellation occurs between Wednesday 12:01 am and the scheduled arrival day).
- In the case of a reservation made on the hotel's website (www.hoteldelacotefleurie.com), the customer may cancel his reservation free of charge up to 36 hours before the day of arrival (for example for an arrival scheduled for Friday, the customer can cancel their reservation free of charge until Wednesday 11:59 a.m.).

4 / In the event of the client's no-show at the hotel (no-show) and in the absence of cancellation and compliance with the T & Cs, the total amount of the stay will be charged as compensation.

5 / No refund is applied for early departure from the establishment due to the customer. The entire stay is charged.

ARTICLE 4: RELOCATION

In the event of non-availability of the establishment, in the event of force majeure, a technical problem in the Hotel or for any other reason, the latter reserves the right to have the Clients fully or partially accommodated in a Hotel of category equivalent for services of the same nature. The Hotel cannot be sought in payment of any additional compensation.

ARTICLE 5: PRICE

The prices are expressed in Euros. The applicable rates are those in effect on the day the reservation is made. The prices are increased by the tourist tax. They can be modified in the event of legislative

and / or regulatory changes likely to lead to price variations such as: modification of the applicable VAT rate, introduction of new taxes, etc. The VAT rate applied is the rate in effect on the invoice date. In any case, if the reservation turns out to be at least 10% lower than the initial reservation, the Customer could be allocated new rates due to reduced services.

FLEXIBLE RATE CONDITIONS: The customer can cancel their reservation free of charge up to 2 full days before the day of arrival. The client must pay the amount of the entire stay if he cancels within 2 days of arrival, regardless of the reason for cancellation (For example, free cancellation possible until the Tuesday preceding at midnight for a arrival scheduled for Friday).

NON-REFUNDABLE RATE CONDITIONS: The reservation made is not cancellable, refundable, modifiable or transferable, whatever the events or circumstances. The total amount of the reservation will be debited by the establishment before the customer's arrival. No change in date of stay or refund can be made.

TOURIST TAX: The tourist tax, the amount of which is defined by the Municipality, is not included in the displayed price payable on departure (€ 0.90 per adult and per night).

ARTICLE 6: TERMS OF PAYMENT

The establishment does not require prepayment, payment must be made to the hotel at the time of departure at the latest.

Payment for the stay must be made on the day of departure at the latest. Cash, bank cards are accepted. Likewise, ANCV holiday vouchers are accepted only for reservations made directly by telephone, by email or on the hotel's website (www.hoteldelacotefleurie.com), excluding reservations made on partner sites (Booking .com, Expedia.fr, etc. non-exhaustive list).

All extras (telephone, drinks, breakfasts ...) must be paid on site before departure.

Breakfast is extra at 9 € / day / person.

The wifi is free and unlimited in the establishment.

In the absence of payment for these services, these sums will be directly debited.

ARTICLE 7: TRANSPORT

It is specified that the Hotel does not provide any service related to transport. It can therefore in no case be held responsible for problems related to the transport of Customers (delay, cancellation, etc.).

ARTICLE 8: BREACHES, DAMAGE BY THE CUSTOMER

The Customer accepts and agrees to use the room with due diligence. Also any behavior contrary to good morals and public order will lead the Hotelier to ask the Customer to leave the establishment without any compensation and / or without any reimbursement if a payment has already been made.

Additional person: The Customer agrees not to bring additional people without the express authorization of the Hotelier, and not to sublet the accommodation. Otherwise, the Hotelier authorizes himself to refuse the rental of the room.

ARTICLE 9: INSURANCE-DETERIORATION-BREAKDOWN

The Client certifies that he has taken out civil liability insurance to cover any damage that may be caused in the establishment during the period of his stay. The Customer must ensure the custody of the goods and materials brought by himself. In particular, he is invited to take out specific insurance in the event of the presence of large equipment or valuable goods to the extent that the establishment cannot be held liable in the event of damage or theft of said goods. The Customer is responsible for all damage caused by himself and undertakes, in the event of damage to the places made available, to bear the costs of repairing these places. Under no circumstances can the establishment be held responsible for damage of any nature whatsoever, in particular fire or theft, which may affect objects or equipment left by the Customer during the accommodation. Likewise, any parcel, package, etc. delivered to the hotel before and during accommodation may be received by the hotel but in no case can the latter be held responsible for any incident, any deterioration, incorrect number of packages, damaged packages, any delivery problems. The Customer undertakes in the event of a problem to contact the supplier or the carrier directly. The Customer and his insurers waive all recourse against the hotel, its staff and its insurers for any direct or indirect damage resulting from the total or partial destruction of all materials, movable objects, fittings, any securities, goods, as well as deprivation or disturbance of the use of premises.

ARTICLE 10: ANIMALS

Animals are not allowed in the hotel. Any Customer who presents himself accompanied by an animal will be refused access to the hotel and the cancellation conditions of article 3 will be applied to him.

ARTICLE 11: TOBACCO:

It is strictly forbidden to smoke in the hotel in accordance with the law of January 2, 2008.

ARTICLE 12: ACCESSIBILITY - Reception of people with reduced mobility

The Hôtel de la Côte Fleurie is not accessible to people with reduced mobility. The establishment has a prefectural exemption due to the architectural constraints specific to the building.

ARTICLE 13: RESPONSIBILITY

The Hotel cannot be held liable in the event of changes in the structure of any kind: transfer of an establishment, closure of an establishment, etc. The photos presented on the website are not contractual. Even if every best effort is made to ensure that the photographs, graphic representations and texts reproduced to illustrate the Hotel presented give as exact an overview as possible of the accommodation services offered, variations may occur, in particular due to the change of furniture or possible renovations. The Customer cannot claim any claim of this fact. The Hotel will not incur any liability for any indirect damage as a result of these conditions, in particular loss of operations, acts of a third party, acts of the Customer or acts of its partners.

ARTICLE 14: FORCE MAJEURE

The hotel will be released from all obligations in the event that an event of force majeure or fortuitous event occurs (strike, fire, water damage).

The obligations contained herein will not be applicable or will be suspended if their execution has become impossible due to a case of force majeure such as in particular: act of public authority, hostilities, war, natural disaster, fire, flood, strikes without notice ... The parties must make every effort to prevent or reduce the effects of non-performance of the contract caused by an event of force majeure; the party wishing to invoke an event of force majeure must immediately notify the other party of the beginning and end of this event, otherwise it cannot be released from its responsibility.

ARTICLE 15: MODIFICATION These T & Cs may be modified at any time. In this case, the Hotel will send the changes to the Customer before the start of the services. Therefore, the new version of the T & Cs will apply to the relations between the parties.

ARTICLE 16: PARTIAL NULLITY The invalidity of one or more articles of these T & Cs will not result in the invalidity of all of them. All the other stipulations of the present will remain applicable and will produce all their effects.

ARTICLE 17: COMPLAINTS AND DISPUTES In the event of a dispute, complaint or disagreement on part of the invoice, the Customer undertakes to pay the undisputed part without delay and to indicate in writing to the establishment concerned, the reason and the amount of the dispute, within 7 days from the date of the end of the accommodation. After this period, the service and invoicing are considered to be accepted and cannot give rise to a subsequent complaint by the Customer. In the event of a dispute, and in the absence of an amicable agreement, the competent courts will be those of the place of the head office of the company operating the establishment.

ARTICLE 18: APPLICABLE LAW The applicable law is French law.

ARTICLE 19: CHOICE OF DOMICILE All written communications between the parties (letters, notifications, email, etc.) must be sent for the Hotel to its postal or electronic address, and for the Customer to the postal or electronic address indicated in the reservation.