



Hôtel l'Elysée
Val d'Europe

GENERAL TERMS AND CONDITIONS OF SALE

ARTICLE 1: IMPLEMENTATION of the General Terms and Conditions of Sale

These General Terms and Conditions of Sale apply to the services related to the organisation of meals or group trips provided by the establishment.

These General Terms and Conditions of Sale are available on the hotel's website, to allow the customer to make their reservation. All reservations therefore require the Customer's full and unconditional acceptance of these terms and conditions, to the exclusion of any other documents such as prospectuses, commercial documents, etc.

ARTICLE 2: RESERVATION

The Customer's reservation is definitively recorded by the hotel at the time of payment or bank guarantee (according to the offer selected). In the absence of payment or valid bank details, the hotel reserves the right to put the reserved services on sale again.

ARTICLE 3: ORGANISATION OF THE RESERVATION

The reserved rooms are made available to the beneficiaries from 3pm onwards on the day of arrival.

The rooms must be vacated by 11am on the day of departure. If the rooms are not vacated by this deadline, this may result in an additional night being charged at the public rate displayed.

ARTICLE 4: MODIFICATION OF THE SERVICES

Any request to modify the services in relation to the initial reservation must be made in writing to the hotel.

In the case of modification or partial cancellation received less than 2 days before the scheduled date of arrival, the customer must pay the amount corresponding to the 1st night of their stay.

Modifications can only be made with the consent of the reservations department, and subject to availability on the new date requested.

Additional charges may be applied according to the nature of the modification (changing of the date, number of persons, type of room...).

N.B.: Certain offers cannot be modified in any way.

Please read the offer description when making a reservation.

ARTICLE 5: CANCELLATION

As billing is carried out on the basis of the services reserved, the Customer is kindly asked to take into account the following cancellation policy:

In the case that the cancellation request is received more than 2 days before the scheduled date of arrival, the customer shall not be charged.

In the case that the cancellation request is received after 12pm (midday) on the day before the date of arrival, the customer shall be charged the sum of the 1st night of their stay. In this case, the establishment shall have the right to debit the corresponding amount from the bank card that the customer used to make the reservation.

Should the customer fail to arrive (so-called NO SHOW), the amount of the 1st night shall be debited from the bank card that the customer used to make the reservation.

We recommend that cancellations are requested as soon as possible.

N.B.: If your reservation includes reservation fees (e.g.: Non-refundable offer), please note that these fees are non-refundable.

ARTICLE 6: UNAVAILABILITY

In the case that the establishment is unavailable or in the case of force majeure, the establishment reserves the possibility of fully or partially transferring the participants to a nearby hotel of the same category for services of the same nature. In such a case, the establishment shall be responsible for the fees related to the transfer, which cannot be used as grounds for the payment of compensation.

ARTICLE 7: PRICE

The rates are expressed in the currency of the country in which the service is performed (Euros)

The tourist tax in force on the date on which the service is provided shall be added to the price. The prices may be modified in the case of a legislative and/or regulatory change likely to result in price variations such as: modification of the applicable VAT rate, creation of new taxes, etc.

ARTICLE 8: RESERVATION PROCEUDRE FOR THE DISNEY PACKAGE OFFER

With the purchase of one adult package, with at least 1 paying adult per room reserved:

- up to 3 children under 12 shall be covered by the adult ticket. Applicable at certain times of the year.

- up to 3 children under 7 shall be covered by the adult ticket. Applicable at certain times of the year.

Please note that proof of the children's age will be required when checking in at the hotel

The tickets for the Disney® Parks are valid for the duration of the stay (e.g.: 1 night = 2 Disney® Parks days, 2 nights = 3 Disney® Parks days, etc...).

Packages can be reserved up to 7 days before the date of arrival.

The corresponding pre-payment of the package total shall be required at the time of reservation.

No modifications or cancellations are possible.

Offer cannot be used in conjunction with any other offer.

Children must be accompanied by an adult

For safety reasons, certain attractions are subject to size and physical condition restrictions (in particular: pregnant women, heart and spine problems, pacemakers, motion sickness, persons with reduced mobility, persons wearing a neck brace).

The instructions displayed at the entrance to the attractions must be strictly adhered to.

Certain performances, attractions, parts of the Disney® Parks, shows, shops and restaurants are only open during certain seasons and may be closed, modified, delayed or removed without notice.

The Disney® Parks tickets cannot be refunded, exchanged or transferred and their duration of validity cannot be extended.

The tickets must not be copied, duplicated or resold and can only be used once. Any improper use shall result in the confiscation of the tickets concerned.

Tickets that have been marked or modified or those that have already been used shall not be accepted at the entrance to the Disney® Parks.

N.B.: The free entry for children shall not apply when an additional, optional Disney® ticket is sold at the time of reservation or at the hotel reception.



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ARTICLE 9: UNAVAILABILITY

In the case that the establishment is unavailable or in the case of force majeure, the establishment reserves the possibility of fully or partially transferring the participants to a nearby hotel of the same category for services of the same nature. In this case, the establishment shall be responsible for the fees related to the transfer, which cannot be used as grounds for the payment of compensation.

ARTICLE 10: PRICE

The rates are expressed in the currency of the country in which the service is performed

The prices set out on the quote are fixed for 1 month starting from the date the quote is sent to the Customer. After this period, the prices may be modified according to economic conditions. The applicable prices shall then be those in force on the date on which the service is provided.

The tourist tax in force on the date on which the service is provided shall be added to the price. The prices may be modified in the case of a legislative and/or regulatory change likely to result in price variations such as: modification of the applicable VAT rate, creation of new taxes, etc.

ARTICLE 11: PAYMENT METHODS

If payment is required at the time of the reservation, the payment shall be made using a Visa, Eurocard/Mastercard or American Express card via our secure website.

Any deposit shall be deducted from the final bill (balance), subject to the possible application of cancellation fees.

If payment is not necessary at the time of the reservation, the total amount owed for the stay must be paid upon arrival. You will be asked to provide the details of your bank card online, as a guarantee to confirm your reservation, and in order to debit possible cancellation fees.

Possible extras (bar, telephone, etc.) that are not explicitly included in the prices must be paid directly at the hotel.

The hotel does not accept cheques.

All payments by bank transfer must be made to the bank account below.

Banque CIC Lorient Entreprises – 3 rue Simone Signoret – 56323 Lorient cedex

Bank code: 30047 / Counter n° 14044

RIB key: 51 / Account n°0020038901

IBAN: FR76 3004 7140 4400 0200 3890 151

In the case of a dispute relating to a part of the bill(s), the Customer agrees to pay the non-disputed part without delay, and to indicate, as soon as possible, the real and genuine grounds for their dispute, in writing, to the hotel's accounting department (at the address provided above).

Any bill(s) that have not be disputed within 15 (fifteen) days after the billing date, shall be considered to be correct and accepted by the customer.

Extras, (laundry, minibar, telephone, etc.) and other services used by one or more participants shall be paid for by the customers concerned, at the hotel reception prior to their departure.

In the absence of payment for the services used in addition to the services included in the reservation (extras, meals...), the corresponding amount shall be debited from the bank card provided as a guarantee by the customer at the time of the reservation.

Late payments shall result in the legal application or late penalties equal to one and a half times the legal interest rate, calculated as from the due date, without the need for a formal demand to be sent beforehand, and without prejudice to any other remedies and actions. All the expenses that the establishment may incur in order to recover the outstanding payments are the responsibility of the Customer.

ARTICLE 12: TRANSPORT

It is specified that the hotel does not provide any services linked to the transport of participants, except if indicated at the time of the reservation.

ARTICLE 13: INSURANCE - DAMAGE - BREAKAGES - THEFT

Under no circumstances may the hotel be held liable for damage of any nature to the property of the Customer or participants left in the hotel during their stay, in particular in the event of fire or theft.

The Customer is responsible for the property of themselves and their guests.

The Customer is liable for all damage caused by themselves (and their guests) and agrees, in the case of damage, loss and/or theft of equipment and/or areas provided to them, to cover the

costs of replacing these items or returning them to their original state.

Pets are not accepted in the hotel, except for guide dogs or other service animals.

The hotel is 100% NON SMOKING

ARTICLE 14: RECOMMENDATIONS

The Customer agrees not to invite any people whose behaviour is likely to jeopardise the hotel. The hotel reserves the right to intervene if necessary. The customer may not bring in external drinks or food products. The Customer agrees to ensure that the participants and their guests adhere to all the hotel's instructions and rules (in particular the ban on smoking in common areas). The Customer shall ensure that the participants do not disrupt the operation of the hotel or jeopardise the security of the hotel and the safety of the persons at the hotel.

ARTICLE 15: FORCE MAJEURE

The hotel can absolve itself of its obligations, or suspend the performance thereof if it finds itself unable to fulfil these obligations due to the occurrence of an exceptional event or a case of force majeure, and in particular in the case of total or partial destruction of the hotel, strike, ...etc.

ARTICLE 16: COMPLAINTS AND DISPUTES

Any dysfunction related to the services provided to the customer free of charge (e.g.: Wi-Fi, Disney® parks shuttle...) cannot result in any compensation.

Disputes and complaints may only be taken into account if they are submitted in writing and sent to the hotel within 8 days following the end of the stay.

IN THE CASE OF A DISPUTE, IN THE ABSENCE OF AN AMICABLE AGREEMENT, THE COMPETENT COURTS SHALL BE THOSE OF THE JURISDICTION OF THE ESTABLISHMENT CONCERNED.