

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, stays and events provided by the establishment.

These General Terms and Conditions of Sale are available on the hotel's website, to allow Customer to make their reservations. All reservation therefore implies the Customer's full and unconditional acceptance of these terms and conditions, excluding any other document such as flyers, sales brochures etc.

ARTICLE 2: RESERVATION

The Customer's reservation is definitively booked by the hotel when the payment is done or the bank guarantee is given (according to the selected offer). In lack of payment or valid bank details, the hotel has the right to put the set aside services on sale again.

ARTICLE 3: ORGANISATION OF THE RESERVATION

Rooms are available from 3pm the day of arrival.

Rooms must be vacated by 11 am the day of departure. Depending on the availability of the room, and the confirmation of the hotel, the guest can subscribe to the late check-out option to allow him to leave the room at 3pm. Shall the Customer keep the room passed this time, an additional night will be charged at the daily public rate.

ARTICLE 4: MODIFICATION OF THE SERVICES

Any request to modify the services included in the initial reservation, must be addressed by mail to the hotel.

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

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

In case of modification or partial cancellation of a flexible booking received less than 2 days before the scheduled arrival date, the Customer must pay the amount corresponding to the 1st night of his or her stay.

Please note: certain offers cannot be modified in any way.

The hotel invites its Customers to read carefully the offer description when making a reservation.

ARTICLE 5: CANCELLATION

The Customer is charged according to the services he/she booked; for this reason, the Customer is kindly invited to read carefully the following cancellation policy.

We recommend to cancel as soon as possible once the cause of the cancellation has occurred.

Hereafter, please find the different cancellation conditions depending on the type of booking.

For "non-cancellable and non-refundable" bookings: 100% of the booking is paid upon booking (excluding extras and tourist taxes). It is not possible to change or cancel this type of booking.

This condition is also applicable for early bookings and last-minute reservations.

For bookings with a "flexible rate" and "free cancellation" : If the Customer does not notify the Hotel of a cancellation before 12:00 (noon) the day before arrival or in case of no show, the amount of the first night of the stay will be charged to the customer. The Hotel will then be entitled to charge the bank card left in guarantee by the customer for the corresponding amount.

ARTICLE 6: UNAVAILABILITY

In case of unavailability of the hotel or in case of force majeure, the hotel is entitled to fully or partially transfer the participants to a nearby hotel of the same category for services of the same nature. The hotel shall cover the transfer fees; for no reason it will be held responsible and no compensation will be requested.

ARTICLE 7: PRICES

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

The rates confirmed in the quotation are guaranteed for a variable period of maximum 3 days, depending on the desired dates of stay. 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 8: PAYMENT METHODS

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

All deposit shall be deducted from the final invoice (balance); if cancellation fees apply, they shall be deducted from the deposit.

If payment is not necessary at the time of the reservation, the total amount must be paid upon arrival. When booking, online or by mail, Customer will be asked to provide the details of his/her bank card online, as a guarantee to confirm the reservation, and in order to debit any 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/checks. All payments by bank transfer must be made to the bank account below:

CIC MORBIHAN ENTREPRISES ZI DU PRAT
RUE ALAIN GERBAULT C P 370656037
VANNES CEDEX 02 97 62 13 70
Bank code: 30047 / Counter n° 14034
RIB key: 47 / Account n°00020094501
IBAN: FR76 3004 7140 3400 0200 9450 147.

In case of a dispute relating to a part of the invoice(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 the dispute, by writing to the hotel's accounting department.

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

Extras, (laundry, room-service, 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 to the bank card provided as a guarantee by the customer at the time of the reservation.

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Conditions valid for professional customers only: 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 hotel may incur in order to recover the outstanding payments are the responsibility of the Customer.

ARTICLE 9: TRANSPORTATION

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 10: 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.

Customers must ensure the custody of their own belongings and of their guests'.

The Customer is liable for all damage he or she may cause and of those caused by their guests. In case of damage, loss and/or theft of equipment and/or damage of the areas placed at his/her disposal, the Customer agrees to cover the costs of replacing these items and restoring the areas 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. A penalty of 150€ will be applied if this rule is not respected.

ARTICLE 11: RECOMMENDATIONS

The Customer agrees not to invite any people whose behaviour is likely to jeopardise the hotel. The hotel has the right to take action if necessary. The Customer may not bring in external drinks or food.

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). The Customer shall ensure that the participants do not disrupt the operation of the hotel or jeopardise its security nor the safety of the people in it.

ARTICLE 12: FORCE MAJEURE

The hotel has the right to free itself from its obligations or suspend its performance if it becomes unable to fulfil its 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 13: 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 accordance with Article R.616-1 of the French Consumer Code, the client may refer the matter to the tourism and travel mediator, whose contact details are given below:

Postal adresse : Médiation Tourisme et Voyage BP 80 303 75 823 Paris Cedex 17
Website: www.mtv.travel
<https://www.mtv.travel/demande-saisine/>