



## TERMS AND CONDITIONS

### INDIVIDUAL BOOKING

The following general sales conditions apply to all the bookings made by a guest, subject to specific conditions applied for certain rates and except for bookings for a group of people having booked 4 rooms or more.

These general sales conditions are presented to the guest at the time of his booking confirmation and the customer must agree and comply with these terms and conditions.

Unless specified otherwise, the prices indicated are the prices with VAT included, per room/night, for a determinate number of people per room for a chosen date.

The tourist tax is not included in the prices posted, it represents 0.90€ per person/night for every person aged over 13 years old.

If the guest wishes to cancel their booking, this must be done greater than 48 hours prior to the arrival date, unless there is an exception for which this timeframe cannot be held to e.g. a promotion in which the guest may be able to have a half price discount on a room the next day if they take up the offer.

The hotel will charge the guest the amount equalling the price of the first night of stay if:

- If he doesn't take possession of his room on the day of arrival without prior cancellation greater than 48 hours before,
- If he quits the hotel on the day of arrival. In case of anticipated early departure, not every night cancelled greater than 24 hours before the departure date will be charged accordingly.



The booking takes effect from 2pm, subject to availability, on the day of the guests' arrival and ends at 11am on the departure day by which time he must vacate the room.

The reservation is confirmed only once registration of the credit card type (e.g. Visa, MasterCard), card number, and expiry date (must be valid for the duration of the stay) and the name as written on the card has been completed. This is so the hotel can run a preauthorisation on the card to check if the card has the ability to be able to pay the full amount due.

The Hôtel des Princes reserves the right to run a preauthorisation in order to guaranty the stay.

If upon the arrival of the guest there are no available rooms, the hotel will ensure that alternative accommodation is found outside of the hotel on a like for like basis. In such a case, the hotel will bear the inherent costs of this and the guest will not be liable to pay any more than what the cost of the room initially was.

In the case of an extraordinary event or circumstance beyond the control of each party, such as a war, strike, riot, crime, or an act of God (such as hurricane, flooding, earthquake, volcanic eruption, etc.), which prevents one or both parties from fulfilling their obligations under the contract, the hotel will be freed from its obligation to fulfil the contract.



## GROUP BOOKING

The following general sales conditions apply to all the bookings made by a guest, subject to specific conditions applied for certain rates and except for bookings for a group of people having booked 4 rooms or more.

These general sales conditions are presented to the guest at the time of his booking confirmation and the customer must agree and comply with these terms and conditions.

Unless specified otherwise, the prices indicated are the prices with VAT included, per room/night, for a determinate number of people per room for a chosen date.

The tourist tax is not included in the prices posted, it represents 0.90€ per person/night for every person aged over 13 years old.

In case of cancellation or modification of your booking the following charges applies:

- Greater than 30 days prior to start date: no charges\*
- Between 30 days to 16 days before: 30% of the total cost of booking
- Between 15 days to 8 days before: 50 % of the total cost of booking
- Within 7 days of arrival date: 100% of the total cost of the booking.

\*except under special circumstances

Modifications or cancellations must be confirmed by email or fax.

The booking takes effect from 2pm, subject to availability, on the day of the guests' arrival and ends at 11am on the departure day by which time he must vacate the room.

The reservation is confirmed after the payment of a deposit corresponding to 30% of the total amount of the stay. The balance of the stay must be paid at the latest 48 hours before the guest's arrival.



If upon the arrival of the guest there are no available rooms, the hotel will ensure that alternative accommodation is found outside of the hotel on a like for like basis. In such a case, the hotel will bear the inherent costs of this and the guest will not be liable to pay any more than what the cost of the room initially was.

In the case of an extraordinary event or circumstance beyond the control of each party, such as a war, strike, riot, crime, or an act of God (such as hurricane, flooding, earthquake, volcanic eruption, etc.), which prevents one or both parties from fulfilling their obligations under the contract, the hotel will be freed from its obligation to fulfil the contract.

