



Grand Hôtel de l'Europe

****PREAMBLE****

The general terms and conditions of sale (GTC) govern the relationship between the hotelier and their individual or group client, as well as contracts with tourism professionals. For group clientele, these have been established by Law No. 92.645 of July 13, 1992, supplemented by Decree No. 94.490 of June 15, 1994, and its two orders of November 22, 1994.

These GTC apply to transactions concluded by the hotelier with non-professionals in travel. For sales made with professional or non-professional groups (agency, gathering, association, club, etc.), special conditions apply (See Group-specific conditions).

The general terms and conditions of sale and the special conditions form an integral part of the sales contract, and their overall acceptance is mandatory before the conclusion of any sale.

****DEFINITION****

The Hotelier: This term refers to the Grand Hotel de l'Europe

The Client: This term refers to the person who made the reservation and/or the person staying at the hotel.

The Stay: This term defines all the products and services provided by the hotelier for the benefit of the client.

Additional services: This term refers to all services not included in the stay.

****ARTICLE 1: Application of general terms and conditions of sale****

These general terms and conditions of sale apply to the services provided by the establishment. These general terms of sale are sent to the client along with the estimate, to allow them to make their reservation. Any reservation therefore implies from the client the full and unreserved adherence to these conditions, to the exclusion of any other document such as brochures, commercial documents, etc.

****ARTICLE 2: Reservation - Deposits****

The client must confirm 100% of the amount of their reservation before the end date of the option by mail or email accompanied by a payment by bank transfer or credit card via the secure payment link on our website. In the absence of payment, the establishment does not confirm the reservation and does not guarantee the availability of the reserved spaces/rooms.

****ARTICLE 3: Organization of the reservation****

- Rooms: The rooms will be available to the beneficiaries from 3:30 pm and must be vacated on the day of departure before 10:30 am. Any exceedance of this deadline may result in additional charges.
 - Breakfast: the client must cancel the number of breakfasts no later than the day before, deadline 7:00 pm. Beyond that, the hotel reserves the right to charge for breakfasts even if they are not consumed.
 - No-show: No-shows (services ordered but not canceled) will be invoiced based on the total stay.
 - Upon departure, the client must return the key (and the key ring) to the reception. Failure to return the key (and/or the key ring) will be invoiced €50.
- The Client is requested to arrive before 8:30 pm. Regardless of the type of reservation, the client must imperatively contact the reception in the event of a late arrival.

****ARTICLE 4: Animals:****

Domestic animals (dogs and cats) are accepted for an additional fee of €8/day and remain the responsibility of the client.

The management asks clients that their pets do not climb on the beds, do not stay alone in the rooms, and are kept on a leash in common areas.

Dejection bags and bins are available in front of the Kiosk. In case of damage, a flat fee of €100 will be charged.

****ARTICLE 5: Parking****

The hotel does not have private parking. You will find several parking spaces in front of and around the establishment completely free.

- Parking of the Church in front of the hotel with 20 spaces completely free.
- Touring car park adjacent to the hotel with 20 spaces completely free.
- Volane car park 270 meters from the hotel with 180 spaces completely free.

Given its free nature, this event cannot be blamed on the hotelier. Likewise, the hotel declines all responsibility in case of theft or damage to vehicles.

****ARTICLE 6: Stay definition****

- Short stay (up to 4 nights): we do not change sheets or towels, except upon request. This allows us to preserve resources and respect the environment.
- Long stay (beyond 4 nights): You will find on your door handle a "Please make up the room" sign. By placing this sign outside your room, we consider that you want a change of sheets and linen and that you are not occupying the room. Our staff will take care of tidying up your room.

****ARTICLE 7: Modification of services****

Any request to modify services compared to the reservation made must be addressed in writing to the establishment. The modification can only be accepted and confirmed based on the availability of the establishment at the time of the request.

****ARTICLE 8: Total or partial cancellation conditions****

- Free cancellation up to 2 days before arrival.
- After this period, the amount corresponding to the first night of the stay will be charged.
- In case of no-show, 100% of the total amount of the reservation will be deducted.

****ARTICLE 9: Displacement****

In case of force majeure, the establishment reserves the right to accommodate the participants wholly or partially in a nearby hotel of equivalent category for services of the same nature, with the transfer costs remaining the responsibility of the establishment, which cannot be sought for payment of any additional compensation.

****ARTICLE 10: Price****

The rates are expressed in euros including VAT. The rates confirmed on the reservation request are firm until the end date of the option. After this period, they may be subject to change depending on economic conditions. The applicable rates are those in effect on the day of the provision of the service. They may be modified in case of legislative and/or regulatory changes likely to cause price variations such as: modification of the applicable VAT rate, establishment of new taxes, etc.

****ARTICLE 11: Promotional stay****

Promotions exclusively on the Internet are not cumulative, modifiable, or cancellable and are valid at the price and dates indicated. Special conditions: information regarding the client's credit card is necessary to benefit from these promotions. Any modification or cancellation is impossible after booking. In case of cancellation, the package amount is fully due.

****ARTICLE 12 - Evolution of general terms and conditions of sale****

These General Terms and Conditions of Sale may be supplemented and/or modified at any time by the Grand Hotel de l'Europe, particularly in consideration of regulatory changes. In this case, the new version of the General Terms and Conditions of Sale will be posted online. The new version of the General Terms and Conditions of Sale online will then automatically apply to all clients.

It is recommended to download and/or print the General Terms and Conditions of Sale in order to keep a copy on the day of a reservation, since they are subject to modification. However, any modification made after the confirmation of a reservation cannot be applied to that reservation.

****ARTICLE 13: Payment terms****

The establishment mainly accepts cards from the Carte Bleue, Visa, Eurocard/Mastercard networks, transfers (fees charged to the Client), and cash.

Checks are not accepted.

They remain for professional and group customers as payment of the balance.

At the end of your stay, the deposits will be deducted from the final invoice, for the initially planned period. Invoices for the balance are payable upon receipt on

****ARTICLE 14: Insurance - Damage - Breakage - Theft****

The client must ensure the safekeeping of their belongings and equipment. The client must inform the establishment of any damage for which they are responsible. They are liable for all damages caused by them and undertake, in the event of damage to the premises made available (room, common areas, tea lounge, breakfast room, restaurant room, bathrooms, exterior), to bear the costs of restoration.

****ARTICLE 15: Recommendations****

The client undertakes not to invite any person whose behavior is likely to harm the establishment, which reserves the right to intervene if necessary. The client may not bring in drinks or food without prior authorization from the management. The client undertakes to ensure that participants and their guests comply with all instructions and regulations of the establishment (including the smoking ban). The client will ensure that participants do not disrupt the operation of the establishment or endanger the safety of the establishment and the people present therein. The manager of the Grand Hotel de l'Europe will warn any person who does not comply with the provisions of this, and in extreme cases of agitation and misbehavior, will call on territorial security services. Any behavior contrary to good morals and public order will lead the Hotelier to ask the Client to leave the establishment without any compensation and/or refund if payment has already been made.

To respect the rest of other guests, please refrain from slamming doors or making excessive noise, especially between 10:30 pm and 9:00 am. Any neighborhood noise related to the behavior of a person or animal under their responsibility may lead the hotelier to ask the client to leave the establishment without the need for acoustic measures, as long as the noise generated is likely to disturb the tranquility of the clientele (art. R.1334-30 and R.1334-31 of the Public Health Code).

****ARTICLE 16: Force Majeure****

The establishment may be released from its obligations or suspend their execution if it is unable to fulfill them due to the occurrence of a force majeure event, including but not limited to total or partial destruction of the establishment, strikes, etc...

****ARTICLE 17: Complaints and Mediation****

Any complaint must be made in writing to the hotelier within 10 days from the end of their stay, under penalty of forfeiture. Any dispute, complaint, or dispute relating to the reservation of a stay or a hotel room is subject to French law.

The client is reminded, in accordance with Article L.121-21-8 12° of the Consumer Code, that they do not have the right of withdrawal provided for in Article L. 121-21 of the Consumer Code.

After contacting the reception service of the Grand Hotel de l'Europe and failing to receive a satisfactory response within 1 month, the client may contact the Tourism and Travel Mediator, whose contact details are as follows:

Tourism and Travel Mediation
BP 80 303 75 823
Paris Cedex 17
Website: www.mtv.trav

In case of dispute, and failing an amicable agreement, the competent courts will be those of the registered office of the company operating the hotel, namely, and jurisdictionally, the nearest city: AUBENAS (Ardèche).

****SPECIFIC CONDITIONS (GROUP)****

The Hotelier: This term refers to the Grand Hôtel de l'Europe.

Group: Any entity, agency, company committee, association, club, gathering of individuals for organized trips, seminars, meetings, workshops, events, conferences, or other gatherings in which the occupants participate, is considered a group.

Any reservation for 9 or more people, with pricing subject to a quote or global payment.

****ARTICLE 18: Price****

The prices indicated on the presented estimate are inclusive of all taxes.

****ARTICLE 19: Deposits****

To validate the stay, a deposit equal to 30% of the stay will be required to confirm the reservation. The payment of a deposit constitutes full acceptance of these General Terms and Conditions of Sale. The payment of a deposit is made after reading, and entails acceptance of, all the clauses of this contract, and in particular the reservation conditions and cancellation fees set out below.

****ARTICLE 20: Invoicing****

The balance of the invoice must be paid on the day of arrival at the latest before the arrival of the group, or on the day following the reception of the proforma invoice. Any delay or failure to pay observed by the hotel gives it the right to terminate this contract and cancel all future reservations, without reimbursement of any deposits paid.

Invoices will be made according to the price agreed upon in the estimate and accepted by the payment of a deposit. They take into account the VAT applicable on the day of the reservation. Thus, any change in the VAT rate, or any modification or introduction of new taxes imposed by the authorities, will automatically be reflected in the prices on the invoicing date.

****ARTICLE 21: Hotel cancellation****

Any firm reservation (with deposits) and confirmed by the hotelier cannot be canceled, except for a major event described in Article 16 of the GTC above, preventing the smooth running of the stay. In this case, the group or agency managers will be informed by email or telephone call of the principle preventing it.

In all other cases, the hotelier reserves the right to modify the stay or to propose an alternative trip.

****ARTICLE 22: Client cancellation conditions****

Cancellation before 90 days: refund of the deposit paid.

Cancellation from 90 days to 45 days: 70% of the deposit to be refunded.

From 45 days to 30 days: 50% of the deposit to be refunded.

From 30 days to no-show: No refund.

****ARTICLE 23: Situations not covered by these GTC****

If a situation arises that is not covered by the General Terms and Conditions of Sale, we will resolve this case based on good faith and impartiality, and, if necessary, by taking measures corresponding to market practices.