



GENERAL CONDITIONS OF SALE & RESERVATION

1. Subject matter and scope

These general conditions of sale and reservation (the "General Conditions ") define the conditions of reservation and stay at the Hotel Le Peu Breton located 45Bis, rue de la Cailletière, La Noue, 17740 Sainte Marie de Ré , Ile de Ré ("the Hotel"). They apply to all bookings for stays at the Hotel Le Peu Breton, concluded by telephone or by Internet via the Hotel's website or partner sites.

2. Terms and conditions of booking

When booking, the customer is asked for his name, address, mobile phone number and a credit card number as a guarantee. It is specified that the date of validation of the credit card must cover the entire duration of the stay.

The customer must arrive at the hotel with the credit card that allowed him to guarantee the reservation or to make the payment of the deposit. The hotel may also ask the applicant to present identification for credit card fraud prevention purposes.

Depending on the length of stay booked, the following amount will be charged, 6 days before arrival, or at the time of booking for those made between 5 days and the same day of arrival, as a deposit:

- for any stay of 1 to 3 nights, the amount of one night;
- for stays of 4 nights or more, 30% of the total amount of the stay;
- For packages, gifts and promotions, 100% of the stay.

The deposit can be paid by direct debit on your credit card, by bank or postal check, by holiday vouchers, or by bank transfer.

The reservation will only be effective from the receipt of the deposit by the Hotel.

The balance of the stay, consumption and any additional services or services will be paid on site at the end of the stay at the time of departure.

3. Terms and conditions for cancelling a reservation

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

Any cancellation must be notified in writing (letter or e-mail addressed to the Hotel).

The cancellation conditions are as follows:

- **During the low and high season:**
 - if the cancellation occurs 7 days or more before the beginning of the stay, no fee will be retained, the deposit will not be taken;
 - If the cancellation occurs between 6 days and until 8 pm, 3 days before arrival, the deposit is refunded and the cancellation will not incur any costs;
 - If the cancellation occurs after 8 pm, 3 days before the beginning of the stay, the entire stay is due.
 - Any stay started is due.

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- **Special conditions applicable to packages, promotions and gifts:**
 - these formulas are valid at the prices and dates indicated on the Hotel's website and partner sites;
 - These formulas cannot be modified or cancelled. No refunds will be given.

All reservations are nominative and can under no circumstances be transferred to a third party, whether free of charge or against payment.

4. Rates

The rates indicated are prices including VAT and are per room and per night, for the number of person(s) determined and the date selected.

The rates relating to the reservation of a stay and the additional services or services offered by the Hotel are mentioned on the Hotel's website and by means of a display at the Hotel's reception. These prices are indicated to the customer before and at the time of booking. In addition, upon confirmation of the reservation, the Hotel will indicate to the customer the total amount of his order.

Unless otherwise stated on the Hotel's website or on partner sites, additional services (breakfast, relaxation area, treatments, etc.) are not included in the price.

All reservations, regardless of their origin, are payable in the local currency of the Hotel, i.e. in euros.

The tourist tax, presented on the rates page, is to be paid directly on site to the Hotel at the end of the stay. The tourist tax applies to each person.

Any modification or introduction of new legal or regulatory taxes imposed by the competent authorities will be automatically reflected in the prices indicated on the date of invoicing.

5. Arrival and stay

Rooms are available at reception from 2.00 p.m in low season, from 3.00 pm in high season. Rooms must be vacated by 11.00am on the day of the end of the stay. Otherwise, an additional night may be charged.

Hotel opening hours:

- Reception opening hours: 08:00 a.m to 08:00 p.m.
- Check-in time (from): 02:00 p.m (low season) / 03:00 p.m (high season)
- Check-out deadline: 11:00 a.m.
- Breakfast hours: 8:00 a.m. to 10:00 a.m.
- Bar hours: 8:00 a.m. to 8:00 p.m.

In case of late arrival, i.e. after 08:00 p.m, the customer must notify the Hotel.

The customer must respect the peaceful character of the premises and make use of them in accordance with their destination. He undertakes to make the rooms in good condition. Any damage in a room or on the common areas of the Hotel, may give rise to repair by the customer.

The customer accepts and undertakes to use the room with due diligence. Also, any behavior contrary to morality and public order will lead the hotelier to ask the customer to leave the establishment without any compensation and or without any refund if a payment has already been made. In the event that no payment has been made, the customer must pay the price of the nights consumed before leaving the establishment.

The Hotel has an Internal Regulations for the customer. The customer accepts and undertakes to comply with these regulations. In the event of non-compliance by the customer with one of the provisions of the Internal Regulations, the customer may be asked to leave the establishment, without any compensation or refund if a payment has already been made.

Each room is equipped with a safety deposit box. Customers must place valuables inside the safe. In case of theft of valuables inside the room, the responsibility of the hotel can not be engaged.

6. Benefits and services offered by the Hotel

The Hotel has free parking for its customers, subject to availability and without prior reservation possible.

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The Hotel offers a full breakfast, at the rate listed on its website and at the reception of the Hotel. To guarantee its freshness, any prior order of breakfast must be made the day before until 08:00 p.m. Any order not cancelled the day before 08.00 pm will be charged, whether breakfast is consumed or not.

The Hotel offers an adult bicycle rental service, at the rates listed on its website and at the reception of the Hotel, within the limit of available bicycles.

The Hotel has a wellness area located in the heart of the Hotel. The menu of treatments offered, as well as the applicable rates, are available on the hotel's website and at the hotel reception. Treatments can be booked by phone or directly on site at the reception of the Hotel, during the stay.

A relaxation area (sauna and hammam) is available to guests of the Hotel. The rates and conditions of use of this space are available on the Hotel's website or at the Hotel's reception.

A free WIFI connection is available to hotel guests, under the conditions and modalities specified in the Hotel's Internal Regulations.

7. Protection of personal data

The information collected by the Hotel as part of the booking process is intended for the Hotel, for the purpose of managing the relationship with the customer, booking stays and their payment. This information may also be used by the Hotel to inform customers about the Hotel's promotional offers and its services or to send them a satisfaction questionnaire following a stay.

In accordance with the Data Protection Act and the General Data Protection Regulation (GDPR), the customer has the right to object to the use of data concerning him for commercial prospecting purposes. He also has a right to access and rectify data concerning him that he can exercise at any time by post to the address of the Hotel or electronically to the following address: contact@hotelpaubreton.com.

8. Dispute Resolution

The customer is informed of the possibility of resorting, in the event of a dispute relating to these General Conditions, to a conventional mediation procedure or any other alternative method of dispute resolution.

After having referred the matter to the management of the hotel and in the absence of a satisfactory response within 30 days, the customer may refer the matter to the Tourism and Travel Mediator, whose contact details and referral procedures are available on its website: www.mtv.travel

9. Governing Law

These General Conditions are governed by French law.

10. Evolution/modification of the General Conditions

These General Conditions may be amended and/or supplemented by the Hotel at any time. In this case, the new version of the General Conditions will be posted by the Hotel on its website. As soon as it is put online on the Internet, the new version of the General Conditions will automatically apply to all customers.

Sainte Marie de Ré, January 1, 2023.



Didier GUINAUDIE,
Co-Manager



Jean DEROY,
Co-Manager