

GENERAL TERMS AND CONDITIONS OF

Contract between :

S.A.R.L HOTEL LE GRAND PAVOIS,
15 Quai de la Vicomté
76400 FECAMP
Phone : 02.35.10.01.01
www.hotel-grand-pavois.com

And : The customer

Prizes

Our prices include service and VAT .

Prices are subject to change without notice (flexibility according to availability and filling of the booking schedule regardless of the season) The hotel reserves the right to make price changes at any time for reservations not guaranteed and therefore not confirmed.

Terms of booking

- ✓ All reservations must be confirmed in writing (post or email)
- ✓ This reservation becomes final on the one hand, after receipt of the customer's credit card details (name of the holder, credit card number, expiry date) and on the other hand, whether it has been the subject of a pre-authorization whose amount corresponds to the first night of the stay or a deposit payment either by check cashed upon receipt (14 days before arrival) or by bank transfer of the amount corresponding to 30% of the amount of the stay.
- ✓ Bookings linked to promotions are not modifiable, refundable or combinable with other current offers offered.
- ✓ In case of reservation of more than 5 rooms and/or at least 5 nights, the hotel reserves the right to request the payment of a deposit of at least 50% of the amount when booking and paying the balance before arrival.

Tourist tax

The tourist tax, collected on behalf of the city of Fécamp, is not included in our rates. It is understood per person, per night, from the age of majority. As of January 1, 2023, it is €1.50/adult+18 years/night.

Cancellation policy

- ✓ All cancellations must be made in writing or by telephone prior to arrival.
In case of guarantee by credit card, the cancellation period free of charge is 48 hours before the date of arrival, less than 48 hours, one night will be charged as compensation.
- ✓ In case of deposit guarantee, the deposit is not refunded, but can be postponed to a later date within the limit of 3 months.
- ✓ In case of no-show of the customer at the hotel (no-show) and in the absence of cancellation, the total amount of the stay will be charged as

compensation. The date of receipt of the cancellation request (by email, mail, telephone) will be the date chosen for cancellation.

Terms of payment :

- ✓ Upon presentation of the invoice.
- ✓ Please note that the property is entitled to request prepayment before the stay or during the stay.

Method of payment :

- ✓ Cash: Euro
- ✓ Credit cards: American Express, Visa, Mastercard
- ✓ Holiday vouchers: coupons or digital (Connect Holiday Vouchers)

Arrival – Departure :

- ✓ Rooms are available from 15:00 and must be vacated by 11:00.
A supplement of 60 € will be charged for a late check-out but before 17:00 (on request and subject to availability in advance). The full night will be charged if check-out after 17:00. The Reception is at your disposal for any information.

Claims processing

- ✓ Any complaint must be notified by mail. We will respond as soon as possible.

Housing Obligation

- ✓ We have the obligation to accommodate you in a room of the same category corresponding to the conditions set out at the time of booking.

Breakfasts - Bar :

- ✓ The bar is open until 10 p.m. (subject to seasonality).
- ✓ Breakfast service is available from 7 a.m. to 10 a.m. at the buffet or in your room. The 2023 price is 21 €/adult.

Specific conditions

- ✓ The customer, by his reservation, is responsible for all damage caused by him, his guests or children in his room and in the common areas.
- ✓ Pets are not allowed for hygienic reasons.
- ✓ The establishment is fully subject to the regulations on the prohibition of smoking in rooms and public places.
- ✓ For reasons of hygiene & safety, apart from the delivery of breakfast trays or room service bar, it is strictly forbidden to cook or eat in the room.
- ✓ People with reduced mobility (PRM) or with disabilities will be accommodated in accessible rooms 100 and 106 on the 1st floor. No derogations will be allowed. Anyone who has not declared their disability at the time of booking will be refused access to the hotel.

Responsibilities

- ✓ The hotel is not responsible for damage or theft of personal belongings perpetrated in the rooms, breakfast room or common areas.
- ✓ The hotel is not responsible for an accident or death caused by an outdoor activity booked by the hotel
- ✓ The hotel is not responsible for a fact, an external event that could result in the interruption of the customer's stay in our hotel.
- ✓ Children under the age of 18 are under the sole responsibility of their parents or the adult who takes care of them for the duration of their stay.
- ✓ Customers cannot enter private or staff-only **marked areas**
- ✓ The hotel has a private car park and a private garage with, for each, a limited number of spaces and spaces designed for a standard size vehicle. So if a vehicle does not meet these standards, the hotel is not responsible for any damage it may cause to other vehicles already parked in its parking lot and the hotel reserves the right to refuse the vehicle even after confirmation of its reservation.