

Hôtel La Découverte ***

Route des Boutières - 43150 LES ESTABLES - FRANCE - Tel: (+33)(0)4 71 08 30 08 - fax : (+33)(0)4 71 08 30 41

mail : estables@ladecouverte.com - website : www.decouverte-estables.com

Member of Les Hôtelières Randonneurs : www.randonnee-hotels.com

General Terms of Sale

Night, bed & breakfast, half board or full board

1. Booking :

Subject to checking availability for the requested week by telephone, post, fax or e-mail, the customer will be sent a booking form to fill in and return to the hotel to confirm the booking, together with a cheque as a deposit. The amount of the deposit will be provided by the hotel. The hotel will send the customer a receipt for the deposit by post or e-mail. The customer's signature of the booking form implies acceptance of these general terms of sale.

2. Firm bookings :

Bookings are firm when the deposit is paid. If the booking is cancelled, the deposit will be refunded subject to the terms below.

3. Cancellation :

If the customer cancels the booking within the deadlines stated below :

- more than 21 days before the start of the stay: the full deposit will be refunded.
- Between 20 and 8 days before the start of the stay: the hotelier will retain the deposit.
- Less than 7 days before the start of the stay: 100% of the price of the stay will be charged.

4. Early departure :

No refunds will be made for any unscheduled departures during the stay.

5. Payment :

The balance of the price of the stay, plus any additional expenses, is paid at the end of the stay by cheque, Visa or Mastercard (no other cards are accepted), or cash.

6. Checking-in time :

Guests can check in from 4 pm on the day of arrival and must check out by no later than 10 am on the day of departure.

7. Prices :

Prices are inclusive of all taxes. They do not include the visitor's tax of 1 euro per person per night, for adults only, drinks served during meals and at the bar, or any personal expenses such as telephone calls, shop purchases, stamps, etc. The hotel reserves the right to change its prices further to changes in the law or regulations that may affect its pricing

8. Liability :

Customers alone are liable for any physical damage and/or bodily injury they causes in the hotel during their stay.

9. Complaints :

Complaints regarding the hotel's services will only be admissible if they are sent by the customer directly to the hotel within 8 days of departure.

10. Force majeure :

The obligations herein shall not apply or will be suspended if they cannot be honoured due to cases of force majeure including but not limited to exercise of official authority, hostilities, war, government action, natural disaster, fire, flooding, strikes, etc.

Each party must inform the other without delay if a case of force majeure arises that prevents it from honouring any of its obligations.

Société La Larme d'Ambre - SAS au capital de 5 000 euros - RCS Le Puy en Velay 850 287 251 - NAF : 5510 Z

N° Immatriculation au Registre des Opérateurs de Voyages et de Séjours : IMO43190002

Garantie financière GROUPAMA Assurance-crédit & caution - N°4000716733/0

Assurance RCP MUTUELLE ALSACE LORRAINE - BFA IMPLICARE - 15 rue Général de Gaulle - 34200 SETE