

Les Roches Noires

Hôtel & Spa

Les Sables d'Olonne

Terms & Conditions

CONTENTS

1. Essential information *Page 3*
Booking & confirmation · Rates · Payment methods
Changes & cancellations · Gift vouchers

2. Your stay at Hôtel & Spa Les Roches Noires *Page 4*
Booking · Times · Breakfast · Pets · Parking
Changes & cancellations · Cancellation insurance

3. Your appointment at Spa by Absolution *Page 7*
Booking · Gift vouchers · Changes & cancellations · Private spa bookings
Late arrivals · Wellness area · Children & teenagers · Health & pregnancy
Treatments · Personal belongings

4. A question or complaint ? *Page 10*
Information · Complaints · Mediation

1. Essential information

These terms and conditions apply to bookings made directly with **Hôtel Les Roches Noires and Spa By Absolution.**

For bookings made through a booking platform or partner, the terms stated at the time of booking apply.

1.1 - Booking & confirmation

All bookings are confirmed according to the terms stated at the time of booking. Depending on the service selected, **a bank card guarantee, deposit or full payment may be required.**

1.2 - Our rates

The applicable rates are those quoted and confirmed at the time of booking. **Prices are shown in euros, including taxes, unless otherwise stated**.

1.3 - Payment methods

We accept **bank cards** (Visa, Mastercard, American Express), **ANCV holiday vouchers and ANCV Connect**, **cash** and **bank transfers** when offered. **Bank cheques are not accepted**.

1.4 - Changes & cancellations

Terms vary depending on your booking: **hotel stay or spa** . Please refer to the relevant section below.

In the event of a no-show or late cancellation, **all or part of the service may be charged** according to the booking terms.

1.5 - Gift vouchers

Gift vouchers may be used **during their validity period** and under the conditions stated at purchase. They must be presented when you visit.

2. Your stay at Hôtel & Spa Les Roches Noires

2.1 - Book your stay

Your booking is confirmed once the requested deposit has been received or, depending on the period, once your bank card has been registered as a guarantee.

From 1st May to 30th September, during school holidays, weekends and public holidays, on Valentine's Day or during certain events such as the Vendée Globe, deposits are payable at the time of booking.

- **1 night:** 100% of the stay
- **2 nights:** 50% of the stay
- **3 nights:** first night
- **4 nights or more:** 30% of the stay

Outside these periods, a bank card will be required as a guarantee and a pre-authorisation equivalent to one night may be made.

Some weekends and public holidays may require a **minimum stay of 2 nights**.

2.2 - Cancellation insurance

Optional cancellation insurance is available and must be taken out and paid for at the same time as the deposit, at the rates shown below per room.

- 1 to 2 nights: €16
- 3 to 4 nights: €29
- 5 to 6 nights: €39
- 7 to 10 nights: €56
- 10 nights or more: €89

It allows the deposit to be refunded, upon presentation of supporting documents, particularly in the following cases:

- accident, illness or death
- redundancy
- serious damage to the main residence
- train or air transport disruption caused by a mechanical problem or accident.

Cancellation must be reported **no later than 8:00 am on the scheduled arrival date** and **accompanied by the required supporting documents**.

A €15 fee per cancelled room will be deducted from the refund.
Cancellation insurance must be taken out and paid for at the same time as the deposit.

2.3 - Times

Your room is available **from 3:00 pm on arrival day** and must be vacated **by 12 noon on departure day**. If you arrive earlier, our team can look after your luggage until your room is ready.

2.4 - On arrival

The balance of your stay is payable on arrival. A bank pre-authorisation of €50 per night, up to €250, will also be requested for extras. **A physical bank card must be presented at reception**.

2.5 - Breakfast

Breakfast can be enjoyed **at the buffet, in your room, or in our sea-facing lounge**. Times, rates and details will be provided on arrival.

2.6 - Staying with your pet?

Pets are **welcome in the rooms, provided they are well-behaved, and an additional fee applies.** Simply let us know when making your reservation so that we can ensure you have the best possible stay.

Pets are **not permitted in the spa.**

2.7 - Parking

Upon arrival, **"Drop-off / Luggage" spaces are available** in front of the hotel to make unloading your belongings easier.

Public parking around the hotel is **mostly free of charge**, subject to the parking regulations in the area.

For added peace of mind, we also offer **parking spaces and enclosed garages near the hotel,** at an additional cost. These are available by reservation only and are subject to availability.

2.8 - Need to change or cancel your booking?

Cancellation deadlines vary depending on the period of your stay.

School holidays, public-holiday weekends, Valentine's Day, from 1st April to 4th June and from 26th to 30th September :
You may change or cancel **free of charge up to 5 days before arrival**.
After this deadline, deposits for the cancelled nights will be retained.
Example: for a booking on 10th April, cancellation is free until noon on 5th April.

From 5th June to 25th September and during certain events, including the Vendée Globe:
You may change or cancel **free of charge up to 15 days before arrival**.
After this deadline, deposits for the cancelled nights will be retained.
Example: for a booking on 20 July, cancellation is free until noon on 5 July.

Outside these periods:
You may change or cancel **free of charge until noon on the day before arrival**. After this time, the first night will be charged.

2.9 - No-show

If we have not heard from you **by 10:00 am on the day after your scheduled arrival date**, **your stay will be considered cancelled and charged in full.**

2.10 - Early departure or shortened stay

In the event of an early departure or a shortened stay, the nights originally booked remain payable.
A refund may nevertheless be considered if we are able to resell the cancelled night(s).

3. Your appointment at Spa by Absolution

3.1 - Book your Spa moment

Access to the wellness area, massages, treatments and rituals can be booked **online, by phone, by email or directly with Hôtel & Spa Les Roches Noires**.

All services are by reservation and subject to availability. Your appointment is confirmed once the booking has been validated and the requested deposit paid.

For bookings made directly with our team, **a deposit of at least 50% may be required**. The balance is payable on site before the service.

For bookings made and paid for online, the payment terms stated at the time of booking apply.

Do you have a gift voucher?

Gift vouchers may be used during their validity period and under the conditions stated at purchase.

Please tell us **when booking** that you wish to use a gift voucher. It must be presented on the day, in paper or digital format.

If your booking exceeds the value of the gift voucher, the difference remains payable by you.

3.2 - Change or cancel your appointment

We understand that plans can change unexpectedly. For access to the wellness area, a massage, treatment or ritual, your booking may be changed or cancelled **up to 6 hours before the scheduled time**. After this deadline, **the service will be charged in full**. In the event of a no-show, the deposit will be retained.

3.3 - Private spa bookings

Private spa bookings may be changed or cancelled up to 72 hours before the scheduled start time.
After this deadline, **the full amount will be charged**.

Private use is limited to a **maximum of 9 people** and to the booked duration.

3.4 - If you are late

To ensure every guest enjoys the full time reserved for them, we cannot delay following appointments.

If you arrive late, the scheduled finishing time remains unchanged:

- for a massage or treatment, **the lost time is deducted from the service**
- for access to the wellness area, **the departure time remains as booked.**

We recommend arriving **10 minutes before your appointment** so you can begin your experience in a relaxed and unhurried way.

3.5 - Access to the wellness area

Our wellness area includes an **relaxation pool with hydromassage jets, hammam, multisensory shower and herbal tea area**.

Unless you have booked a private session, **access is shared**.
Capacity is limited to a **maximum of 9 people**.

A bathrobe, bath towel and slippers are provided for bookings including wellness access.

As for swimwear, appropriate swimwear is required in the wellness area.

- Women: **one-piece or two-piece swimsuit**, or a short swimming burkini.
- Men: **swimming trunks or short swim shorts**. Long board shorts are not permitted.

As the water is chlorinated, some fabrics may fade or deteriorate. We recommend avoiding delicate swimwear. Basic swimsuits are available for purchase on site if required.

As for your hair, we recommend tying it back and limiting contact with chlorinated water, particularly for blonde, coloured or bleached hair, which is naturally more sensitive to colour changes. L'Hôtel & Spa Les Roches Noires cannot be held responsible for any alteration or discolouration of swimwear or hair resulting from contact with chlorinated water.

3.6 - Personal belongings

Lockers are available. We recommend leaving valuables at home and **removing jewellery before entering the wellness area or beginning a treatment.**

You remain responsible for your belongings. Subject to applicable law, the establishment cannot be held responsible for loss, theft or damage.

3.7 - Children & teenagers at the Spa

The wellness area is accessible from age 12, and minors must be accompanied by an adult.

Younger guests can enjoy treatments from our **Little Moments collection from age 8.**

For **My First Massage**, the child is accompanied by an adult and chooses two areas from the back, legs, feet or head. Other Little Moments treatments are offered according to the ages stated on our treatment menu.

3.8 - Health, pregnancy & contraindications

Our massages and treatments are intended for **wellbeing and relaxation only**.
They are not medical treatments.

Before your appointment, please tell us about any situation requiring adaptation or making a service unsuitable: **pregnancy, recent surgery, health condition, allergy** or any other relevant information.

Where there is a contraindication or health risk, our team may adapt, postpone or refuse a service.

During pregnancy, access to the wellness area is not recommended. Pregnancy-adapted massages and body treatments are available **from the 4th to the 8th month**, provided there are no contraindications. Prior medical advice is recommended.

3.9 - Before your treatment

Disposable underwear may be provided for certain massages and body treatments.

Please tell your therapist about any sensitivity, discomfort or pain before or during the treatment so it can be adapted.

The stated duration corresponds to the treatment protocol.

3.10 - Respect for the Spa and other guests

The Spa is a **calm, intimate space**. Please respect other guests and the instructions for using the facilities.

4. A question or complaint?

5.1 - Need information?

Our team is available for any questions about your stay or your Spa appointment.

5.2 - Complaint & mediation

All complaints must be submitted to us in writing.

After contacting the reservations department and if no satisfactory response has been received within 30 days, the customer may refer the matter to the Médiateur du Tourisme et du Voyage. Contact details and referral procedures are available at: www.mtv.travel



Les Roches Noires

Hôtel & Spa

Les Sables d'Olonne

12 Promenade Georges Clémenceau
85100 LES SABLES D'OLONNE
WWW.HOTEL-LESROCHESNOIRES.COM

Contact +33 (0)2 51 32 01 71

info@hotel-lesrochesnoires.com