



Les Roches Noires

*Hôtel & Spa*

Les Sables d'Olonne

# General terms and conditions for sales and reservation

Those conditions are only effective for the direct booking from the hotel (by phone or mail). For the online bookings, please check the conditions of the reservation and cancellation from the website on which you booked your room.

## **Article 1 - Reservation**

1) From the 1st of May to the 30th of September, French school holidays, bank holidays weekends, or Events (as the Vendée Globe Race):

The booking is guaranteed by a deposit of the amount as follows :

- 1 night : 100% deposit requested at the time of reservation
- 2 nights : 50% deposit requested at the time of reservation
- 3 nights: 1st night in a deposit requested at the time of reservation
- 4 nights or more : 30% deposit requested at the time of reservation

2) Other periods :

- We will request a credit card number as a guarantee. A payment authorisation request will be made at the reservation, for the amount of 1 night, or 2 nights if a stay is booked.
- On week-ends and national Holidays, we ask for a minimum stay of 2 nights for every reservation, in order to organise at best our team's work, and guarantee you the best service.

## **When checking-in at the hotel :**

We will ask you to present us the credit card or the American Express you used when you made your reservation.

## **Article 2 - Payment methods**

Deposits can be paid by :

- Credit cards : VISA, MasterCard (16 numbers, expiry date, 3-digit number on the back of the card)
- American Express (15 numbers, expiry date, 4-digit code on the front of the card)
- Bank transfer

## **Article 3 - Changes to and cancellations of the bookings**

At the reception of the deposit payment, reservations become definite; any changes of the dates and/or the number of guests must be notified by writing (post, e-mail, fax) and will be only possible once the hotel has given its agreement.

During the stay: for any interruption or reduction of stay for any reasons, the nights cancelled will be charged in full, all booking is due in its entirety. In the case where the nights cancelled are booked back, the hotel may make the refund of the rate resold.

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## **Article 4 - Cancellation policy**

**French school holidays, bank holiday weekends, Valentine's Day, from the 5th of April to the 6th of June and from the 21st to the 30th of September:**

Cancellation free of charge until 5 days before your arrival, at D-5 the deposit is kept by the hotel.

In case of partial cancellation at D-5, the deposit will cover the cancelled nights

**From the 7th of June to the 20th of September, or Events (Vendée Globe Race):**

Cancellation free of charge until 15 days before your arrival, at D-15 the deposit is kept by the hotel.

In case of partial cancellation at D-15, the deposit will cover the cancelled nights.

**Other periods (except the week-end of Vendée Globe departure) :**

Cancellation free of charge until noon the day before your arrival, beyond this delay the first night is charged on the credit card.

**No-show :**

If no contact is made by the client at 10 a.m. the day after the arrival date, the reservation will be cancelled automatically and the total amount of the booking will be charged on the credit card.

## **Article 5 - Cancellation insurance**

**We strongly recommend that you subscribe the cancellation insurance to cover your stay in our hotel. It costs :**

- 16€ for a stay of 1 to 2 nights (per room reserved)
- 29€ for a stay of 3 to 4 nights (per room reserved)
- 39€ for a stay of 5 to 6 nights (per room reserved)
- 56€ for a stay of 7 to 10 nights (per room reserved)
- 89€ for a stay of 11 nights or more (per room reserved)

**The cancellation insurance applies to the following reasons :**

- Accidents, illness, or death of the insured person and of the spouse, ascendants and descendants thereof.
- If the insured person or the spouse thereof is made redundant subsequent to the reservation.
- Serious damage affecting the main residence (fire, water damage, theft, natural disasters)
- Travel problems (train or plane) relating to a strike, mechanical problems or an accident.

This insurance permits you the refund of your deposit, less a 15 € administration fee.

At the latest we must be notified of cancellations at 8 a.m. French time on the planned arrival date.

To be admissible, the cancellation of the stay must be notified by registered post and include documentary evidence that relates solely to the reasons as listed above.

Cancellation insurance must be paid for at the same time as the deposit. We will send you a confirmation note regarding the reservation and the insurance (by post, a-mail or fax).

## **Article 6 - Complaints**

In case of no satisfactory answer given by the Booking Service after a period of 30 days, the client can ask for the Mediator of Tourism and Travel on the following website : [www.mtv.travel](http://www.mtv.travel)



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[Réservation en ligne spa : ici](#)

[Réservation en ligne restaurant: ici](#)