

## **GENERAL TERMS AND CONDITIONS OF SALE**

These conditions apply to all sales concluded with the Villa René Lalique Hotel \*\*\*\*\* and Restaurant. The customer hereby acknowledges having read these general terms and conditions of sale and undertakes to comply with them.

These conditions of sale may be modified at any time, and the conditions applicable will be those in force on the date on which the reservation is made.

### **ARTICLE 1- PRICES**

The prices shown are in Euros and include VAT applicable on the day on which the reservation is made. Any change in the applicable rate, or any modification or introduction of new legal taxes by the competent authorities, will be automatically reflected in the prices indicated on the invoice date.

Rates are per room for the number of people indicated and in accordance with the period selected, and do not include additional services (unless otherwise stated).

The tourist tax of €2 per day per person (over 12 years old) is not included in the price and must be paid directly on site.

Certain services may be subject to a supplement and to being changed without prior notice, for which the hotel cannot be held responsible.

No stay booked before the introduction of a promotional offer will be reimbursed, even partially.

### **ARTICLE 2- RESERVATIONS AND MEANS OF PAYMENT**

Reservations can be made at [www.villarenelalique.com](http://www.villarenelalique.com) by telephone or e-mail.

The reservation will only be effective if it is guaranteed by the customer, either by providing a credit card number with a validity date or by paying a deposit, and after receiving detailed written confirmation of the reservation.

Payment for all services must be made directly to the hotel (with the exception of reservations prepaid at the time of booking).

The hotel reserves the right to refuse any reservation if the credit card number is incorrect or the reservation is not complete. Reservation from all sources are payable in Euro only.

Villa René Lalique Hotel \*\*\*\*\* and Restaurant accepts the following credit cards: Visa, Mastercard and American Express, and has a secure reservation system (SSL) that protects and encrypts all sensitive data transmitted at the time of booking to prevent the disclosure of said data to a third party.

*Payment by cheque is not accepted*

A credit card debit authorisation will be issued at the time of booking. This will be done for information purposes only, and will under no circumstances debit the account except in the following cases: "Non-cancellable - Non-refundable " promotional offer.

Customers are solely responsible for their choice of services and the suitability of these services in terms of meeting their needs, and Hotel & Restaurant Villa René Lalique cannot be held liable in this respect.

Any damage caused by the customer will be invoiced at the price of refurbishment. Rooms are non-smoking. Smoking is not permitted in rooms. Offenders are liable to a fixed fine per establishment.

In the case of bookings made using a Gift Voucher, the original paper version of the voucher must be sent to us when you arrive at our establishment, otherwise you will not be able to use it.

### **ARTICLE 3- FORCE MAJEURE**

Force majeure is any event outside the control of the parties that is both unforeseeable and insurmountable, and which prevents the customer from fulfilling all or part of the obligations set out in the contract. This applies in particular to strikes involving means of transport, hotel staff or government or public riots.

### **ARTICLE 4- CHANGING OR CANCELLING A RESERVATION**

Any modification or cancellation of a reservation must be requested by email to [reservation@villarenelalique.com](mailto:reservation@villarenelalique.com) or by phone at the number +33(0)88719898.

The request will not become effective until Hotel & Restaurant Villa René Lalique has confirmed its acceptance in writing.

For stays:

At the time of booking, the customer accepts that the Hôtel & Restaurant Villa René Lalique may request his/her bank details by taking a bank imprint, also known as a "pre-authorisation", which is a process whereby a professional checks the customer's ability to pay at the time of booking.

This is not a debit, but simply a verification of the availability of a certain sum of money in the Customer's bank account that corresponds with the reservation.

This bank imprint is not a prepayment for the final service, but simply a guarantee that the customer will come. No money is deducted from the customer's account at the time of booking.

However, Hôtel & Restaurant Villa René Lalique reserves the right to retain the customer's bank imprint in the event of a non-honoured reservation or late cancellation, i.e. less than 5 days before the reservation arrival date after 12 noon local time, in accordance with the provisions of article L 221-28, 12° of the French Consumer Code. In this case, the customer will forfeit their right of withdrawal for accommodation and catering services, which must be provided on a specific date or during a specific period.

Therefore, if the reservation is cancelled less than 5 days after 12 noon local time before the reservation start date, or if the reservation is not honoured at the Villa René Lalique Hotel \*\*\*\*\* and Restaurant, €600 will be invoiced within 24 hours of the event.

Any stay commenced is payable in full.

If you wish to extend your stay, please inform the hotel reception as soon as possible to check availability.

The Suite must be vacated no later than 12.00 noon on the day of departure. A late check-out, where possible and on request, will be charged at 50% of the Suite price up to 16:00 and 100% of the Suite price after 16:00.

For bookings of more than 2 rooms, cancellation is free of charge up to 2 weeks before arrival. Between 2 weeks and 5 days before arrival, 50% of rooms may be cancelled. Cancellations received less than 5 days before arrival will be charged the full €600 deposit per room. Please note that cancelling your room automatically cancels your table at the restaurant

For the Restaurant only:

At the time of booking, the customer accepts that the Hôtel & Restaurant Villa René Lalique may request his/her bank details by taking a bank imprint, also known as a "pre-authorisation", which is a process whereby a professional checks the customer's ability to pay at the time of booking.

This is not a debit, but simply a verification of the availability of a certain sum of money in the Customer's bank account that corresponds with the reservation.

This bank imprint is not a prepayment for the final service, but simply a guarantee that the customer will come. No money is deducted from the customer's account at the time of booking.

However, Hôtel & Restaurant Villa René Lalique reserves the right to retain the customer's bank imprint in the event of a non-honoured reservation or late cancellation, i.e. less than 72 hours before the scheduled reservation time, in accordance with the provisions of article L 221-28, 12° of the French Consumer Code. In this case, the customer will forfeit their right of withdrawal for accommodation and catering services, which must be provided on a specific date or during a specific period.

Therefore, if the reservation is cancelled less than 72 hours in advance or if the person does not honour their reservation at the Hôtel & Restaurant Villa René Lalique, a fee of €100 per person will be charged within 24 hours of the event.

Similarly, for all bookings of more than 7 covers (group), in the event of cancellation less than 5 days in advance or if the group does not honour their reservation at the Hôtel & Restaurant Villa René Lalique, a fee of €100 per person will be charged within 24 hours of the event.

Children aged 12 and over are considered adults.

## **MESSAGE CONCERNING THE BANK IMPRINT WHEN BOOKING A STAY**

### *ESTABLISHMENT GUARANTEE AND CANCELLATION POLICY*

*Arrival from 3.00 pm*

*Departure no later than 12.00 noon*

### *GUARANTEE POLICY*

*At the time of booking, the customer accepts that the Hôtel & Restaurant Villa René Lalique may request his/her bank details by taking a bank imprint, also known as a "pre-authorisation", for a total of €600 per stay and per room.*

*This is not a debit, but simply a verification of the availability of a certain sum of money in the Customer's bank account that corresponds with the reservation.*

### *CANCELLATION POLICY*

*Cancellations/changes free of charge up to midday local time, 5 days before the scheduled arrival date. If this deadline is not respected, or if the reservation is not honoured, the sum of €600 per stay and per room will be deducted within 24 hours of the event. Example: booking for a night on Saturday, no charge if you cancel by 12.00 noon on Monday. The sum of €600 will be debited in the event of a no-show for compensation. The full amount of the stay will be charged in the event of early departure. Please note that cancelling your room automatically cancels your table at the restaurant. All cancellations must be made in writing directly by email to reservation@villarenelalique.com by the customer. The request of any modification or cancellation will not become effective until Hotel & Restaurant Villa René Lalique has confirmed its acceptance in writing.*

*I declare that I have read and accept the guarantee and cancellation policies applicable to my stay. "Pursuant to Articles L.221-28 et seq. of the French Consumer Code, where hotel and/or catering services are booked for a specific period, the consumer does not benefit from a withdrawal period." [link to detailed terms and conditions](#)*

## **MESSAGE REGARDING THE BANK IMPRINT WHEN MAKING A RESTAURANT RESERVATION**

### *ESTABLISHMENT GUARANTEE AND CANCELLATION POLICY*

*Arrival from 12pm for Lunch and 7.30pm for Dinner*

### *GUARANTEE POLICY*

*At the time of booking, the customer accepts that the Hôtel & Restaurant Villa René Lalique may request his/her bank details by taking a bank imprint, also known as a "pre-authorisation", for a total of € 100 per person.*

*This is not a debit, but simply a verification of the availability of a certain sum of money in the Customer's bank account that corresponds with the reservation.*

### *CANCELLATION POLICY*

*Cancellations/changes free of charge up to midday local time, 3 days before the scheduled arrival date. If this deadline is not respected, or if the reservation is not honoured, the sum of € 100 will be deducted within 24 hours of the event. Example: booking for a table on Thursday, no charge if you cancel by 12.00 noon on Monday. The sum of €100 per person will be debited in the event of a no-show for compensation.*

*All cancellations must be made in writing directly by email to reservation@villarenelalique.com by the customer. The request of any modification or cancellation will not become effective until Hotel & Restaurant Villa René Lalique has confirmed its acceptance in writing.*

*I declare that I have read and accept the guarantee and cancellation policies applicable to my stay. "Pursuant to Articles L.221-28 et seq. of the French Consumer Code, where hotel and/or catering services are booked for a specific period, the consumer does not benefit from a withdrawal period." [link to detailed terms and conditions](#)*