

# **RULES AND REGULATIONS**

## **RULES**

### **Article 1 : Reception**

The host has the liberty not to receive people with a neglected fit, with a noisy, alcoholic or incorrect behavior, bad for the public.

Anybody who wants to be a guest in the hotel must tell his identity and the identity of the people with him.

### **Article 2 : Time of opening**

The reception is open from 7am to 11pm.

### **Article 3 : Occupation of the rooms**

The guest must not come with people unknown by the host, unless the host authorized it.

The guest must not come with more people than the rules authorize.

### **Article 4 : Access to the rooms**

The check-in time is 3pm and the guest must not ask the room before, unless the host authorizes it.

The check-out is 11.30am

The reception can store the luggage.

### **Article 5 : Room keys**

The guest can keep the room key during the whole stay but must not give it to another people. The room key must be given back to the reception when check-out.

If you don't give the room key back, the host will charge 5€ on the card you gave.

### **Article 6 : Noise and respect of the other guests**

Being noisy is forbidden. The guest who will be noisy and cause disturbance will be asked to leave the establishment immediately and without being reimbursed. The guest must be quiet from 10pm until 7am. The disturbance costing the reimbursement of the other guests will be done in the credit card of the noisy guest.

A room in a hotel is a quiet space.

### **Article 7 : Responsibilities**

Children are under the responsibility of the guests.

The animals accepted by the host are under the responsibility of the guest. It is forbidden to leave the animal alone in the room, without supervision.

Any disturbance or damage caused deliberately or accidentally by the animal or by the guest must be paid off by the guest.

## **Article 8 : Prohibition**

For security reasons and for the respect of anyone it is forbidden to smoke in the entire establishment. In accordance with Décret n°2006-1386 of 15 November 2006 regulating the prohibition to smoke, smoking in the establishment exposes yourself to pay 90€ or judicial proceedings.

For the untimely beginning of the fire alarm, you must pay 150€ for the restarting of the system.

## **Article 9 : Maintenance of room 26**

The guest must maintain the kitchen space of room 26. The guest must pay 30€ if it's necessary at check-out. Any lost or broken item must be signaled to the reception during your stay or the day of check-out and could be charged to the guest.

## **Article 10 : Acceptation of the regulation and terms of conditions**

The rules and regulations apply for all of the reservations. Any stay leads to the acceptance of the rules and regulations of the establishment. The non-respect of the rules and regulations of the establishment leads to the cancellation of the contract without reimbursement.

# **GENERAL TERMS OF CONDITIONS**

## **Article 1 : Reservation**

You must book in advance. For any booking, the guest must pay a deposit or give valid credit card information. The contract between the host and the guest is valid when an agreement is appointed. If the credit card is refused, then the host can cancel the reservation.

The establishment reserves the right to make a pre-authorization of the credit card before the arrival.

The amount of the deposit varies according to the number of nights. For a stay that's longer 9 nights or more, the guest must pay 30% of the total amount (not refundable) at the reservation and the rest one month before the arrival (not refundable).

## **Article 2 : Payment**

The stay is to be paid at the check-out at the latest. We accept: visa, master, cheque, holiday voucher or cash.

In accordance with the article 2102 of Code Civil, the guest must not refuse the retention of his luggage if the guest refuses to pay.

Credit card information will be necessary as a guarantee. The price of the rooms are made day by day. The refusal to pay will lead to the immediate expulsion of the guest subject to judicial proceedings. For any disagreement, the skill is given to M. The Judge of CAEN. In case the guest cannot give credit card information, the room must not be booked.

## **Article 3 : Touristic tax**

The touristic tax is never included in the price of the reservation. It's in applicable in the town and to be paid on site. In 2021 the price 0.80E per person per day.

## **Article 4 : Cancellation of the reservation and commitment**

If you tell the establishment before 12pm the day before the arrival, there is no charge. In case of late cancellation or no show, the establishment will charge the amount of the first night without extra.

## **Article 5 : Access to the rooms, check-in, check-out**

The check-in time is 3pm, unless the establishment allows it before.

The check-out time is 11.30am.

The guest can store his luggage at the reception.

Credit card information must be given at check-in as a guarantee.

At the check-out the guest must give the room key back. It is forbidden to take something from the establishment. If it's a mistake, then the guest must send the item to the establishment or he will be charged of the amount of the item.

Anybody who wants to book a room must tell his identity or the identity of the people with him.

## **Article 7 : Children and extra beds**

The baby cots are free (subject to availability). Some of the rooms cannot be provided with baby cots.

A charge of 15€ will be charged for an extra bed (subject to availability).

The extra are not included in the amount of the reservation and must be paid at check-out.

## **Article 8 : Animals**

Animals are welcomed with a charge of 9.50€.

Guide dogs are welcomed for free, with the agreement of the establishment.

The animal is under the responsibility of the guest. It is forbidden to leave it alone in the room. Any disturbance or damage made accidentally or not, will be paid by the guest.

## **Article 10 : Damage**

The guest must behave with due diligence.

The rooms are checked, functional and in a good condition. The guest must signal the reception immediately for any lack.

In case of a problem, the guest must use his civil liability. In case of damage the establishment reserves the right to charge the cost of the repairs or replacement. It is the same for any damage noticed after the check-out of the guest. The price of the damage will be charged to the credit card information.

In case of damage of item, furniture (intentional or unintentional) the establishment must demand the reimbursement going from 60€ to 2000€.

Then establishment must demand charge if the room is left unappropriated (stains of wine, coffee, cigarettes, excrement, etc). In case of damage of the carpet or the bed, the establishment must demand the reimbursement of the damage of 50€ (minimum) if the room cannot be rebooked.

The guest must pay directly the establishment for the damage. The guest can ask to his insurance to be reimbursed.

All of our rooms are non-smoking. The establishment reserves the right to charge something in case of smocking in the establishment to clean the room. If the guest wants to smoke inside the establishment, then the establishment can demand the guest to leave the room.

In case of non-respect of the rules and terms of conditions (available for consultation on site), the guest must leave the establishment without reimbursement. The establishment reserves the right to charge the extra and the damage. The credit card given at the reservation will be charged for any damage and the establishment must not tell the guest of the charge but the guest can ask the bill.

## **Article 11 : Complaint**

Any complaint for the quality of the service must be done immediately at the reception.

## **Article 12 : Lost items**

Lost items will be kept for one year. After this date, they will be destroyed. If you want the item to be sent back to you, the cost will charge to the credit card you gave at the reservation.

## **Article 13 : Acceptation of the rules and terms of conditions**

The terms of conditions apply to all of the reservations. Any booking leads to the acceptance of the terms of conditions of the establishment. The non-respect of the rules or terms of conditions leads to the cancellation of the booking. If the guest refuses the terms of conditions, the establishment must ask the guest to leave immediately the establishment without reimbursement.