

## **TERMS & CONDITIONS**

VOLTA SAS is the operating company of Hotel l'Orée du Parc, registered in the Register of Trade and Companies of Romans-sur-Isère under the number 488 985 193 with its head office at 6, Avenue Gambetta 26100 Romans-sur-Isère.

The terms and conditions define the framework of the commercial relationship between Hotel L'Orée du Parc and its guests. The booking request and the conclusion of the sale lead the customer to full and unqualified adherence to these conditions which he acknowledges to have been aware of and which he undertakes to respect.

### **Rate**

The rates include VAT and are shown in Euros. They will correspond to those in effect on the day of booking. Only the rates in the booking confirmation are valid and they mention:

- Room price by number of people, age and period (Peak or Non Peak season)
- The price of breakfast per adult person & per child under 10 if applicable
- The amount of the local tax is 1.50 euro per adult per day

Hotel l'Orée du Parc, an independent company, reserves the right to change its rates at any time. Only the price listed in the booking confirmation is contractual.

### **BOOKING AND PAYMENT TERMS**

Any customer who makes a booking with the establishment admits to being over 18 years old and not under curatorship or guardianship.

Bookings can be made:

- on the hotel's website [www.hotel-oreeparc.com](http://www.hotel-oreeparc.com)
- by phone on +33 (0)4 75 70 26 12
- e-mail: [contact@hotel-oreeparc.com](mailto:contact@hotel-oreeparc.com)
- 6 Gambetta Avenue 26100 Romans-sur-Isère
- fax ed., +33 (0)4 75 05 08 23

All bookings must be guaranteed by a valid credit card number and its expiry date or by a deposit payment. It will not become final until the hotel services (excluding any other) have sent a confirmation indicating the services booked and their price as well as the conditions of cancellation.

The payment of all services will be made directly to the hotel at the time of departure for the entire amount due and only in Euros.

The following means of payment are accepted:

- Cash
- Visa, Mastercard and American Express Cards
- Check on presentation of valid ID
- Holiday Check

Any undeclared consumption (minibar), any missing and/or damaged items found in the rooms or in the common areas of the hotel and not reported by the customer upon departure, will be charged and paid by debit on the customer's credit card given as collateral.

### **FORCE MAJEURE**

Force majeure refers to any event outside the parties' capacity of an unpredictable and insurmountable character that prevents either the customer or the Hotel from insuring all or part of the obligations provided for in the sales contract.

This is the case in the event of a transport strike or roads blocking, riots, prohibitions imposed by the government authorities or any exceptional event that occurred in the establishment that would prevent the rental of the room.

It is expressly agreed that the force majeure suspends the performance of their reciprocal obligations for the parties and that each party will bear the burden of the costs that flow from them. This applies to the additional costs incurred for the continuation of the trip, which will remain at the customer's expense.

### **CHANGING RESERVATION**

Any booking changes must be made by phone, email or fax directly to the Hotel. The Hotel will make every effort to satisfy the customer's request within the limits of its availability and its opening conditions.

A change in booking may result in a rate change if the type of room originally booked is no longer available.

The request for a change will not become effective until the customer receives a written confirmation from the hotel specifying the new terms of the contract. It may result in the application of the cancellation conditions if necessary.

### **CANCELLATION CONDITIONS**

Any cancellation of a reservation must be served by telephone or email directly to the Hotel. The date of receipt of the cancellation request will be the date chosen for the cancellation.

The conditions are:

- For any request made at least 48 hours before the arrival date: no fee
- For any request made less than 48 hours before the date of arrival or in case of no-showing: the amount of the entire stay will be deducted from the bank card
- Any stay started will be entirely due

For any booking made via the website of an online tourist agency (e.g. Booking), cancellation must be made on this website and only on this one.

### **HOTEL PRESTATIONS**

The reception of Hotel l'Orée du Parc is open from 7:30 a.m. to 12:30 p.m. and from 3 p.m. to 10 p.m.

Rooms are available from 3pm and must be vacated for 11am on the day of departure. The guest will not be able to request a room availability before 3 p.m. and failure to comply with the maximum departure time may result in the billing of an additional night.

In case of late arrival, the guest will have to contact the reception which will send by SMS the conditions of access to the establishment and his room after 10 p.m.

Pets are allowed at no extra price in the Maison de L'Orée and on the following conditions:

- They must be kept on a leash or kept in cages in common areas
- For the sake of hygiene and respect for the premises, they do not have access to the breakfast room and the park

Free and closed parking is available to guests in the hotel's park for the duration of the stay only. Under no circumstances will the client be able to demand that a spot be reserved for him and he can only be parked one car per rented room.

The uncovered swimming pool is open from 8:30 a.m. to 8:30 p.m. It is heated from May to September except for exceptional weather conditions and is reserved only for guests staying at the property.

The whole establishment is non-smoking.

### **COMPUTER SCIENCE AND FREEDOM**

Under Law L.78-17 of January 6, 1978, customers are notified that personal information transmitted at the time of booking is being processed. The customer has at all times a right of access, modification or deletion at the company's head office 6, Avenue Gambetta 26100 Romans-sur-Isère. It is specified that this information is not transmitted to third parties.

The hotel offers unlimited wifi access in accordance with current regulations.

### **RECLAMATIONS AND MEDIATION**

All complaints must be addressed by the customer to Hotel L'Orée du Parc 6, Avenue Gambetta 26100 Romans-sur-Isère by tracked letter with acknowledgement within 15 days of his departure date. After this time, no claims can be taken into account.

In the absence of a satisfactory response within 15 days, the client can contact the Tourism and Travel Ombudsman, whose contact details and referral procedures are available on his website: [www.mtv.travel](http://www.mtv.travel)

### **APPLICABLE LAW**

Any dispute, claim or dispute relating to the terms of booking a hotel room is subject to French law.