

# Terms and conditions

## Article 1 : Reservation

Prices are per night, in Euros and VAT included.

Every modification or creation of legal taxes by the responsible authorities will affect automatically the price at the moment of the payment. The city tax is never included in the room rate. This tax is calculated per night per person and follows the applicable price at the moment of the stay.

Your reservation shows included options (such as breakfast, half-board, parking, etc).

The guest making a reservation on the internet, phone or fax is bounded to the acceptance of these Sales Terms and Conditions. The reservation cannot be revoked, unless the article "Cancellation" applies.

The reservation will be effective only if it's guaranteed by the guest with valid credit card details (a preauthorization might be made after the reservation is made) or with a payment of a deposit. A confirmation will then be sent. The Hotel is entitled to refuse a reservation if the credit card details are not valid or if the reservation process didn't go through.

Obvious errors and mistakes (including misprints) are not binding.

## Article 2 : Payment

The following methods of payment are allowed :

- Credit Card / Debit Card
- American Express \*
- Cash
- Bank transfer

\* An extra charge of 3% is added for any payment with American Express.

After the reservation is made, a preauthorization of the credit card might be done to check its validity. The Hotel won't charge your credit card unless:

- Special offer with non refundable policy and full deposit
- Expiry date of the credit card is before arrival day
- Arrival date is more than 89 days away
- Group reservation ( more than 5 rooms or 20 people)

In other cases, the payment will be made at the property.

## Article 3 : Modification

If the conditions of your reservation allow it, it's possible to modify it. Every request to modify a reservation must be sent via email to reception : [reception@hotellebayeux.com](mailto:reception@hotellebayeux.com) or communicated by phone to +33 2 31 92 70 08 (between 8am and 9pm, French time). The modification will be considered as valid only after a written confirmation from reception. We cannot guarantee the availabilities of the rooms for the modification asked; therefore, in the case where a modification is not possible, the guest will have to accept the original reservation or will be tied to the cancellation policy in accordance with the "Cancellation" article if he wishes to cancel.

Every started stay is fully due.

For reservations made on our partners' websites, the modification must be done directly with them. The policy applying is the one from the partner and might be different from ours.

If you booked a special offer bookable only from a defined number of nights, if you wish to reduce your stay, please note that prices may vary. The opposite is also true. If you decide to add some nights to your reservation, it might allow you to benefit from an on-going offer. Please contact reception to know more about it.

#### Article 4 : Cancellation

Each reservation where a confirmation has been sent to the guest is considered as valid. Every cancellation request must be notified to the hotel in written.

In case of cancellation of the reservation, cancellation fees can be charged to the guest in accordance with the following rules:

- Cancellation up to 6 days before arrival : no fees
- Cancellation between 3 and 5 days before arrival : 100% of the first night is due
- Cancellation within 2 days before arrival : 100% of the total amount is due
- No show : 100% of the total amount is due

In accordance with article L. 121-20-4 of French Consumer Code, the customer who made a reservation online doesn't benefit from the withdrawal right related to distance selling.

Please note that different policies apply for group reservations (more than 20 people or 5 rooms).

Non-refundable offers won't be refunded by the Hotel to the guest if cancelled.

For reservations made on our partners' websites, the cancellation must be done directly with them. The policy applying is the one from the partner and might be different from ours.

#### Article 5 : Hotel and services

For security and hygiene reasons, pets are not allowed in the breakfast room.

Rooms are available from 3pm and must be released for 11am on departure day. An extra amount might be charged if the check-out time is not respected. In case of arrival after 8pm, please contact reception at least 24h prior to arrival.

The guest must behave within the hotel. In case of misbehavior, the hotel might ask him to leave without any compensation or refund.

#### Article 6 : Relocation

In the case the Hotel de Bayeux has no availability or in case of force majeure, the property reserves the right to relocate you in a hotel from same standard. The hotel will be responsible for the transfer to this other hotel. No compensation will be offered.

#### Article 7 : Complaints

Every complaint must be addressed to the Hotel Le Bayeux by registered mail, within 15 days after the stay. Past this delay, no complaint will be considered as valid and therefore treated.

#### Article 8 : Privacy and cookies

In the application of law 78-17, about privacy and cookies, guests are warned that their reservation is processed through an informatic nominative system. Users have the right to access and modify the entered data: SARL Le Bayeux 9, rue Tardif 14400 BAYEUX. Please note that these information are not communicated to third parties

The Hotel Le Bayeux offers a free wifi access within the building. The wifi user must commit to the rules that all informatics resources must not be used to reproduce or distribute content with a copyright without the authorization from the authors.

The property has videosurveillance within the common area of the building and on the car-park.

#### Article 9 : Responsibilities

The Hotel declines any responsibility in case of theft, loss or damages on guests belongings during their stay.

The guest will be held responsible for each damages or vandalism actions made to the hotel or the others guests during their stay: furniture, decoration, building, etc.

Therefore, the Hotel Le Bayeux might ask the guest to leave without any compensation or refund in case of misbehavior. The Hotel might also charge the guest credit card to compensate the damages and the loss of income provoked by the damages if the room must be immobilized.

#### Article 10 : Further correspondence

The Hotel Le Bayeux is entitled to use your email address to give you the necessary informations before your arrival. Another email might also be sent to you to ask for your opinion at the end of your stay.

#### Article 11 : Applicable Law

These rules, terms and conditions are governed by French laws. Any dispute will therefore be managed by the French authorities.

The customer acknowledges having read and understood these Terms and Conditions and accepts them without reservation. They can be modified without further notice.

#### Article 12: Packages

For any reservation of packages, please note that tours, excursions and dinners are subject to availabilities. We are always doing our best to satisfy our guests requests.