

## **General Conditions**

- \* Our rates are understood to be per room, per night, for selected dates and shown number of people.
- \* Our rates do not include personal expenses like telephone, breakfasts, bar consumption, etc; and the rates do not include local tax (Taxe de Sejour). All personal expenses will be charged upon Check-Out.
- \* Full payment is required on Check-In, *no exceptions*. A credit card is required upon arrival as guarantee, even if paying cash.
- \* The customer is expected to leave the room in the same way it was received. In case of damages or missing objects (remote controls, bath robes, towels, etc), the customer will be charged for them.
- \* It is forbidden to smoke in all of the rooms. If the customer does, he will be charged for the dry-cleaning of curtains, bed covers, blankets, pillows, etc.
- \* It is forbidden to use the sink or shower for washing clothes, towels, dishes, etc. If the customer does, he will be charged for the plumber services.
- \* Pets are not allowed.

## **Reservation Conditions**

- \* For any reservation, we request a deposit via wire transfer or credit card of 30% of the total stay. However, when reserving one or two night stay, we require the price for the first night.
- \* For mayor Congresses (Mipim, Mipcom, Mapic, Lions, Tax Free, Plaisance, MipTv, etc); we require a 50% non-refundable prepayment in order to reserve.
- \* For the Film Festival, we require a non-refundable 100% pre-payment in order to reserve.
- \* Your reservation is guaranteed only after prepayment according to the condition of reservation.
- \* The Hotel reserves the right to refuse your reservation in case of your credit card not being validated by the bank.
- \* Your reservation is guaranteed with the rate and conditions shown for that period.
- \* In case of date change, the rate might be different according to current rates.
- \* If you arrive late, your reservation will still be guaranteed. However, if arriving after 10pm, you need to please notify us in advance.

## **Reservation Change**

- \* Extension is possible according to availability.
- \* In case of extension of stay in the Hotel, the customer will pay in advance for the extra days.
- \* In case of reduction of stay in the Hotel, the customer will be penalized with the 30% of the days reduced. To avoid reservation reduction penalty, the customer has to notify the Hotel 3 days before arrival.

## **Cancellation Conditions**

- \* No penalty applies if cancelled 3 days before arrival. If cancelled within the 3 days before the expected arrival date, the 100% of the deposit will be kept as penalty.
- \* Film Festival and mayor Congresses (Mipim, Midem, Mipcom, Mapic, Lions, Tax Free, Plaisance, MipTv, etc); deposit is not refundable under any circumstance.

## **No show**

- \* In case of no-show, the penalty of 100% will be applied from the total stay.

**IF YOU HAVE ANY QUESTION, PLEASE CONTACT US BEFORE RESERVING OR CANCELLING.**