



**General Terms & Conditions**  
**3\* Hotel Les Chalets de La Griyotire**

**Bookings:**

**For stays of up to 2 nights:** a booking becomes final upon reception of a deposit equal to 50% of the total booking amount

**For stays of 3 nights or more:** a booking becomes final upon reception of a deposit equal to 30% of the total booking amount.

**Cancellation Policy:**

French Civil Code Article 1590: If the promise to sell was made with a deposit, each contractor have the possibility to separate himself, the one who gave them, by losing them, and the one who received them.

Cancellation more than 30 days before your arrival : the deposit already paid will be refunded or kept by the hotel for 18 months to be used for a new booking (due to COVID-19 measures). If you do not use this deposit, it will be lost.

Cancellation less than 30 days before your arrival : the deposit paid will be kept by the hotel.

For any other cancellation, the deposit paid will be kept by the hotel ; except in special cases on presentation of proof (disease, strike, incident...)

**Sanitary crisis :**

Once you have accepted a booking with us, you do have accepted our general sales conditions.

In case of new sanitary measures from the French government (lockdown...), we will refund you the deposit or you will be able to use this deposit later.

**No-shows:**

Should guests fail to show up for their booking and without previously cancelling according to the above terms: 100% of the total booking amount will be due.

**Check-in / Check-out:**

Day of arrival: check-in begins at 3:00pm.

In case of late arrival (after 10:00pm) please contact us.

Day of departure: rooms must be vacated by 10:00am.

Upon request and based on availability, guests may arrange a late check-out for a fee of 50€.

**Breakfast and Half-Board basis stays:**

If a morning or an evening, you do not want to take your dinner with us, we will need to be informed at least 24 h before. Otherwise, you will be charged.

**Animals:**

We do accept small animals only. They are to be kept on a leash and shall not be left alone in the rooms. However, animals are not allowed in the restaurant area. In case of non-compliance with any of these obligations, the hotel got the right to terminate guests' stay at any time and charge the full amount of the original booking.

The supplement will be 12 EUR per day and per animal.

**Extras:**

Breakfast, beverages and other extras have to be paid at the end of guests' stay.

City taxes too. The hotel is autorised to take a pre-authorization on your credit card at your arrival.

**Consumption meditation :**

According to article L.612-1 of the consumption law, it is recalled that "all consumers has the right to freely use a consumer ombudsman in order to amicably resolve the litigation which brings in conflict with a professional. To achieve this, the professional guarantees to the consumer an effective remedy to consumption mediation device". Regarding this, Les Chalets de la Griyotire, offers to theirs consumers customers, concerning litigation that would not have been resolved amicably within 60 days, services of a consumer mediator: <http://www.mediationconso-ame.com/hotellerie-restauration>. It is recalled that mediation is not obligatory but only proposed in order to solve a litigation avoiding recourse to justice.

**Withdrawal period :**

According to article L221-28 12th the right of withdrawal may not be exercised for contracts [...]of services of accommodation, other than residential accommodation, transport of goods services, car rental, catering or leisure activities that should be provided with a specific date or period.

**Personnal data :**

Any services will be subject of a registration accessible by the customer on request with the following address : [hotel@griyotire.com](mailto:hotel@griyotire.com) According to the Law 78-17 "Data processing and freedoms" of the 6th of January 1978 modified, customers have a right of access, of rectification and opposition to personal data processed about them. The customer can also refuse the treatment, solicit a limitation or request the suppression (within the limits of the legal durations of conservation) of personal data. This right can be exercised on simple written request to [hotel@griyotire.com](mailto:hotel@griyotire.com) who will answer to the made requests. The purpose of the processing of the personal data collected corresponds to the obligations relating to the services conducted (customer management, business development...)