

# TERMS OF SALE - HÔTEL DES PORTES \*\*\* ILE DE RÉ - FRANCE

Every booking is an agreement between the Hôtel des Portes and the Customer. These terms of sales are a mutual benefit for the Client and the Hotel.

Unless otherwise mention, the prices includes V.A.T (Value Added Tax). These rates are given for a number determined of people per room and for a precise period.

The reservation contract is personal and not transferable. It specifies the dates of stay, number of nights, the number of people, room category, subscription or non-subscription at the cancellation insurance and all additional services booked. The room is available from the arrival day at 2.00 PM until 11.00 AM of the departure day.

1 - Local taxes and additional are 1.10€ per person over 13 years old per night, for April 1<sup>st</sup> to September 30<sup>th</sup>. They aren't included in listed prices and are payable at the hotel. The Hotel will donate all this money to the Council of Les Portes en Ré.

2 - All reservations are confirmed by a deposit.

- The deposit is equal to the amount of the first night for stays of 6 nights or less.
- The deposit is equal to 30% of the total agreement for stays of 7 nights or more.

The deposit may be settled by following ways:

- Debit of your Credit Card at distance with a secure network.
- Bank check.
- Bank transfer (IBAN only).
- "Logis" check, French Holidays check, Hotel des Portes Gift-check (sent letter with receipt acknowledgment).

The payment of the deposit implies knowledge and acceptance of the Terms and Conditions by the Customer.

The gift boxes "BOX" follow the same cancellation policy issued in section 2 and described above.

3 - Cancellation insurance is not mandatory. It's recommended and proposed at 4% of the total amount of stay. Whatever the cause of the cancellation, the amounts payable will be reduced of 23€ for fees, if the cancellation is effective more than 24 hours of arrival.

No money will be refunded within 24 hours of arrival.

Cancellation must be confirmed by letter or email.

No refund if the Customer leaves the room before the end of his stay, whatever the reason.

Without cancellation insurance, payments will be retained, regardless of the reason for cancellation.

4 - A confirmation is sent by email or by post for stays of 7 nights or more.

For stays of 6 nights or less, the booking confirmation is oral. It may, on application of the guest, be sent by email.

5 - The balance of the reservation will be paid upon arrival; at the same time that the reception will give you the keys of your room.

In case of late arrival (after 7.00AM), the guest permits the hotel to make the debit of the balance on his credit card (by distance).

6 - At arrival, a credit card imprint will be required as a guarantee of uncommitted services, consumed during the stay.

7 - Any damage found in the rooms or in public areas of the Hôtel des Portes will be charged on the basis of the replacement or rehabilitation and loss of revenue.