

HÔTEL LA ROSIÈRE***

14 Route de Bayeux - 14117 Tracy sur Mer-Arromanches les bains - 02.31.22.36.17
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TERMS OF SALE & HOUSE RULES

**THESE REGULATIONS ARE AVAILABLE AT THE HOTEL RECEPTION AND ON THE "LA ROSIÈRE" WEBSITE.
ANY CUSTOMER TAKING POSSESSION OF A ROOM IS DEEMED TO HAVE READ AND ACCEPTED THESE OBLIGATIONS.
ANY VISITOR WHO IS REQUIRED TO LEAVE THE HOTEL DUE TO A BREACH OF THESE RULES WILL NOT BE REFUNDED**

PRESENTATION:

Host receives the right to exclude clients whose clothing is indecent and neglected, clients who behave noisily or incorrectly, clients whose behaviour is contrary to good morals and public order.

PAYMENT:

Payment must be made in full:

- On arrival for standard bookings.
- On booking for non-cancellable, non-refundable bookings.

Failure to pay will result in the immediate departure of the customer, subject to legal proceedings for payment of the amount due. In the event of a dispute, the Commercial Court in the hotel's area of jurisdiction will have jurisdiction.

We accept bank cards, ANCV holiday vouchers and cash.

The hotelier may ask any person staying in the establishment to present an identity card for payment.

CANCELLATION CONDITIONS: (EXCLUDING GROUP T & Cs)

- **For bookings that can be cancelled and refunded:**

Cancellation free of charge up to 48 hours before the date of arrival (before 4pm).

After 48 hours or in the event of no-show, the first night will be charged, 2 nights for stays of 5 nights or more.

- **For non-cancellable and non-refundable bookings:**

No refund is possible in the event of a no-show.

IN THE EVENT OF INTERRUPTION OF THE STAY:

In the event of a delay on arrival or early departure, the stay is due in its entirety and could not be reimbursed under any circumstances.

LIABILITY:

The establishment declines all responsibility for luggage or objects left in public places.

THE ROOMS:

To ensure the safety of the hotel, no additional person should be accommodated. The rooms are designed for a specific number of people (without baby coat) :

- Double room 1 to 2 pers. maximum
- Triple room 1 to 3 pers. maximum
- Quadruple room 1 to 4 pers. maximum

In the event of a breach of these regulations, the hotel reserves the right to charge the cost of the room (s) corresponding to the number of people found in excess. The hotel will charge the dishonest customer's credit card.

ACCESS TO THE ROOMS:

The rooms are available from 4:00 p.m. and must be vacated by 11:00 a.m. In case of departure after 11am, a **supplement of 10€ per extra quarter of an hour will be charged.**

To keep the room for an extra night, reception must be informed before 11:00 a.m. the same day, subject to availability.

The rooms made available to our customers are verified, functional and in good state. Any occupancy of the room therefore entails recognition by the customer of the inventory and condition of the furniture.

Our customers are invited to report any deficiencies immediately to the hotel reception.

MINORS :

Children are the sole responsibility of the accompanying adult(s). It is forbidden to leave them unsupervised in the room.

KEY:

A key allowing free access to the room is given to the customer.

In case of loss, the repair will be charged 50€.

Please return the room key to the reception at your departure.

BREAKFAST:

Breakfast is served as an unlimited continental buffet from 7.30am to 9.30am outside the summer season and from 8.00am to 10.00am in July and August. **It is to be consumed on site.**

SMALLS DOGS:

Small dogs are welcome only in ground-floor rooms (with extra charge).

They are allowed in the enclosed communal areas of the establishment on a lead.

For the well-being of all, they should not be left alone in the room in your absence.

In the event of damage, a minimum of €90 will be charged.

DEGRADATION:

In the event of damage, deterioration or theft (linen or other), the hotel reserves the right to invoice the customer for the cost of repair or replacement for an amount equal to the amounts incurred.

NUISANCES:

For the respect of other guests, please do not slam doors or make too much noise, particularly between 9pm and 8am.

Any neighbourhood noise caused by the behaviour of a person or animal under the hotelier's responsibility may lead the hotelier to ask the guest to leave the establishment without the need to take acoustic measurements, provided that the noise generated is such as to disturb the peace and quiet of guests (art. R.1334-30 and R; 1334-31 of the French Public Health Code). A hotel room is a place of rest.

TRICKERY:

Trickery is an offense characterized by the fact of consuming a paid good or service:

- ↳ Knowing that you are unable to pay or being deliberately determined not to pay
- ↳ While pretending to be willing to pay.

Trickery is punishable by six months' imprisonment and 7,500€ fine in addition to damages.

PROHIBITIONS:

Cigarettes and electronic cigarettes

Smoking is strictly prohibited in the rooms and enclosed areas of the hotel (01/01/2008) for obvious reasons of safety and comfort.

Failure to comply with this ban will result in a €60 fine to cover cleaning costs.

Fire

The use of naked flames, candles or other cooking or heating appliances, mobile space heaters and smoking is prohibited.

Fire alarms

Any person who activates the smoke detectors and fire alarms in any way whatsoever is in breach of the law and will be required to leave the hotel immediately.

Additional costs will be charged (damages, fire brigade fines, etc.) and you may be prosecuted.

Violence

Any violence towards our visitors or staff will result in immediate eviction and the police will be informed.

No refund will be given if a visitor has to leave the hotel because of violence.

Drugs, illegal substances and weapons

Possession of illegal substances, drugs or weapons on the premises will result in immediate expulsion with no refund of stay.

We will be obliged to inform the competent authorities.

Trading

In order to prevent the exploitation of minors (both clients and accompanying persons), all trade is strictly forbidden.

CLAIM :

After entering the Hotel La Rosière and in the absence of a satisfactory response or in the absence of a response within 60 days, the customer can contact the Tourism and Travel mediator free of charge, whose contact details and referral procedures are available on its website www.mtv.travel.

THE INTERNAL RULES OF THE HOTEL APPLY TO ALL RESERVATIONS.

ANY STAY IMPLIES ACCEPTANCE OF THE SPECIAL CONDITIONS AND OF THE HOTEL'S INTERNAL REGULATIONS