



INTERNAL REGULATIONS

ACCESS TO ROOMS

The hotel owner is at liberty not to accept guests whose dress is indecent or unkempt, or whose behavior is noisy, improper, alcoholic or contrary to public decency and order. All guests wishing to stay at the hotel must identify themselves and any accompanying persons.

PAYMENT

At the time of booking, the reservation is considered firm only after payment of a deposit or a guarantee by credit card. Payments can be made by cheque, bank transfer, credit card (Visa, Eurocard, Mastercard, American Express) or cash, in Euros. No unsecured remote credit card debit will be accepted for room payment.

Anyone staying at our establishment and paying by cheque is required to show proof of identity for verification. If this document cannot be provided, the hotel will be obliged to refuse the room rental request.

Payment for the stay must be made on or before arrival; any additional services consumed on site must be paid for on departure..

ARRIVAL/DEPARTURE

On arrival, unless otherwise agreed by the hotelier, the customer may not require to occupy the room before 4 p.m.. Nightly rentals end at 12.00 no matter what time the customer arrives.

A luggage storage service allows customers to leave their luggage at the hotel reception desk against presentation of a ticket. The hotel declines all responsibility in the event of theft or damage to property.

Late check-outs after 12:00 p.m. will be billed by the hour.

OCCUPANCY OF ROOMS

The customer may not bring into the room third parties not known to the hotel owner, unless authorized by the latter.

Similarly, the customer may not occupy a room for a number of people (adults or children) greater than that stipulated by current regulations. In the event of a breach of these regulations, the hotel reserves the right to invoice the customer responsible for the cost of the room corresponding to the number of people in excess, whether or not the customer is present, at the rates in force at the time of the breach. The hotel will debit the customer's credit card.

ROOM KEYS

The room key is an electronic key that the customer may keep on his/her person. However, it must not be entrusted to a third party and must be returned on the day of departure. If the room key is lost, the hotel cannot be held responsible for any incident occurring in the room. If the key is lost, please notify reception immediately so that it can be deactivated.

MINORS AND EXTRA BEDS

Children are the sole responsibility of the guest. It is forbidden to leave them unsupervised in the room or other communal areas.

It is forbidden to run or shout inside the establishment, day or night.

At the customer's request, the hotel can provide a crib, subject to availability.

A child up to and including 3 years of age stays free of charge for the use of available bedding.

Children and adults aged 4 and over are not allowed to use this bedding. Guests must request the use of an extra bed, which will be charged at €25 per day.

The provision of an extra bed is subject to availability.

The maximum number of baby beds in a room is 1.

The maximum number of extra beds in a room is 2, depending on the type of room chosen with reception.

Supplements are not automatically calculated in the total amount of the reservation on the site and must be paid separately directly to the establishment.

PETS

Pets are allowed at an extra charge of €20. Pets are the sole responsibility of their owners. Pets may not be left alone in the room. Pets are not allowed in the wellness and pool areas.

Guide dogs and assistance dogs are admitted free of charge with the prior agreement of the hotelier.

ACCESS POOLS

The pools are open from 08:00 to 20:00. For safety reasons, the pools are enclosed. The hotel accepts no responsibility for accidents in or around the pool. It goes without saying that children must be supervised by their parents.

SPA

Access is exclusively reserved for adults. The Hammam and sauna are open to both sexes. Swimwear is mandatory. However, we tolerate minors over 16 accompanied by an adult.

MEDICAL RESTRICTIONS

Before any service, make sure you are in good health. The practice of SPA is not without consequences for health, depending on the individual. We urge you to be cautious and to ask your doctor about this practice.

Access is forbidden to people with skin lesions; bandages are forbidden.

Access to the sauna, hammam and country club areas is strictly forbidden to pregnant women (excessive heat and abortifacient properties if essential oils are used). The hammam, sauna, fitness area, tennis and padel are reserved for people with no health concerns, and who do not suffer from high blood pressure, cardiovascular disease or diabetes.

CATERING

Breakfast is served from 7:00 to 10:00.

Lunch is served from 12:00 to 14:15 and from 19:00 to 21:30.

For reasons of hygiene, it is forbidden to store food in the rooms or in our refrigerators. For reasons of hygiene, it is also forbidden to picnic in the common areas of the hotel. All meals must be eaten in one of our restaurants or in your room. Rooms are equipped with mini-bars, not refrigerators. These do not produce a temperature at which food can be stored.

WIFI

Wifi is free for hotel guests.

RULES OF USE AND SAFETY

Bathing suits must be worn in the spa and pool areas. Appropriate clothing and sports shoes must be worn in the fitness center. Showering is mandatory.

COMMON AREAS

Proper attire and respectful behavior are required in common areas.

RESPECT FOR THE PLACE: health and safety rules

A decent attitude, marked by restraint and discretion, is required to respect the serenity of the premises.

It is forbidden to bring in glass objects, consume alcoholic beverages or illegal substances, or smoke.

Failure to comply with health and safety regulations will result in the immediate expulsion of any person whose behavior contravenes these rules. In the current sanitary context, we ask our customers to respect the sanitary rules in place in the hotel. In the event of failure to comply with

these rules, and of endangering others, customers will be asked to leave the hotel.

RESPONSIBILITIES

Non-compliance with the rules and regulations governing safety and hygiene, and any damage or negligence that could result in direct or indirect damage to equipment, people or future services, is the responsibility of the customer and will be invoiced. The customer is responsible for his/her own physical condition, and we decline all responsibility for any effects resulting from the services provided.

If you suffer from health problems (circulatory, cardiac or respiratory problems, allergies, asthma, etc.) or if you are pregnant, please inform us. We decline all responsibility in the event of physical damage (falls - burns linked in particular to the wearing of jewelry) or material damage, loss or alteration of jewelry, cameras, telephone...

DEGRADATIONS

The customer must use the rented property with due care.

The rooms made available to our customers are checked, functional and in good condition. Customers are asked to report any deficiencies immediately to the hotel reception.

In the event of a problem, the customer will be held responsible. In the event of damage, the hotel reserves the right to invoice the customer for the cost of repair or replacement. The same applies to any infringement detected after the customer's departure; the amount of compensation will be debited from the customer's credit card.

In the event of deliberate or involuntary damage to equipment, objects or furniture belonging to the hotel, the hotel may demand full reimbursement with a penalty and damages of €1,000 to €2,000.

In the event of voluntary or involuntary flooding or water damage, the hotel may demand full reimbursement of the damage caused. In the event of damage to other rooms, reimbursement will be demanded for the nights spent by other guests.

The hotel may charge a cleaning fee if the room is left in a condition deemed unsuitable. In the event of damage to carpets, bedding or bed bases, the hotel will demand reimbursement of the damage, with a minimum charge of €1,000 for repairs and for the inability to re-let the rooms.

As a general rule, customers must pay any damage caused directly to the hotel. They may call on their insurance (if they wish to be reimbursed) for any voluntary or involuntary damage caused during their stay.

All our rooms are non-smoking. The hotel reserves the right to charge a one-night cleaning fee to guests who smoke in their rooms. If the guest wishes to continue smoking inside or outside the designated areas, he/she will be asked to leave the hotel.

In the event of non-compliance with the hotel's internal regulations, the customer will be asked to leave the hotel without being able to claim any refund. The hotel reserves the right to deduct the amount of any consumption not declared on departure, as well as any damage to the room. This amount will be deducted from the bank imprint provided at the time of booking. The hotel is under no obligation to inform the customer of this charge, but can provide an invoice on request.

Guests must not nail anything to the walls or move any furniture.

NOISE

Disturbances, even during the day, are forbidden. Guests causing any form of disturbance or scandal will be asked to leave the hotel immediately and without refund. In the interests of the peace and quiet of the establishment, all noise must cease between 10.00 p.m. and 8.00 a.m. For the respect and rest of other guests, please do not slam doors or make excessive noise, especially between 10.00 pm and 8.00 am. Any neighbourhood noise caused by the behaviour of a person or animal under the customer's responsibility may lead the hotelier to ask the customer to leave the establishment, without the need for acoustic measurements, if the noise is of such a nature as to disturb the peace and quiet of customers (art. R.1334-30 and R; 1334-31 of the French Public Health Code). Any inappropriate noise will be reported to the police.

A hotel room is a place of rest. All commercial activities are strictly forbidden.

VIDEO-SURVEILLANCE

Establishment under video surveillance in common areas

To ensure the safety of people and property, the establishment is under video surveillance. Images may only be made available in the cases provided for by law

COMPLAINT

Any complaints about the quality of the services provided must be made to the hotelier immediately.

SECURITY BOX

The hotel accepts no responsibility for lost or stolen property. Guests must ensure that they have locked their room(s) and window(s) on leaving. Identity papers and valuables (watches, jewelry, means of payment, etc.) must be placed in the safety deposit box.

FORGOTTEN BUSINESS

Items left behind or abandoned are kept for 1 year and may be sold under the conditions laid down in the law of March 31, 1896. If the customer requests the return of his/her belongings by parcel or courier, this must include tracking and insurance for valuable items. The items will be sent after the customer has paid the shipping costs.

PARKING

Private parking is available free of charge. It is secure and supervised. We accept no responsibility for loss/theft/damage in the parking lot.

ACCEPTANCE OF THE RULES OF PROCEDURE

The hotel's house rules apply to all reservations. Any stay implies acceptance of the special conditions and hotel rules. Failure to comply with the above provisions will result in immediate termination of the contract and financial penalties will be applied. In the event of non-compliance with the hotel's internal regulations, the customer will be asked to leave the hotel without being able to demand any reimbursement.