

## HOTEL RULES

### ACCESS TO ROOMS

The hotel staff is authorised not to accept guests whose dress is considered indecent or negligent, or who behave in an improper manner (loud, inebriated, infringement of public decency or public order). Any person wishing to stay at the hotel must identify themselves as well as any accompanying person.

### PAYMENT

At the time of booking, the reservation is not confirmed until a deposit or guarantee has been paid by credit card. Payments may 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 payment. Anyone staying at our establishment and paying by cheque is required to show proof of identity for verification. If not, the hotel must refuse the booking. Payment for the stay must be made upon or before arrival; any additional service consumed on site must be paid for upon checkout.

### CHECK-IN/CHECKOUT

On arrival, unless agreed by the hotel staff, the guest may not ask to occupy the room before 4 pm. The nightly rental period ends at noon (12 pm), regardless of the guest's check-in time. A luggage storage service allows guests to leave their luggage at the reception desk, for which they receive a receipt. The hotel declines all responsibility in the event of theft or damage to the guest's personal belongings. Any late checkout (after 12 pm) will be charged by the hour.

### ROOM OCCUPANCY

The guest may not bring third parties unknown to the hotel staff into the room, unless authorised by the latter. Similarly, the room shall not be occupied by a number of people (adults or children) greater than that stipulated by the hotel rules. Any breach of these regulations allows the hotel staff to charge the paying guest for the cost of the room corresponding to the number of people in excess, whether or not the paying guest is present, at the rates applicable at the time of the breach. In this event, the hotel will charge the offending guest's bankcard.

### ROOM KEYS

The room key is an electronic key that the guest can keep with them as they come and go. However it must not be entrusted to a third party and must be returned upon checkout. If the room key is lost, the hotel cannot be held responsible for any incident occurring in the room. If you lose your key, please inform the hotel reception immediately so 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 premises, day or night. At the guest's request, the hotel can provide a cot, subject to availability. Children up to 3 may stay free of charge when using the available bedding. Children aged 4 and over as well as adults are not permitted to use this bedding. Guests must request the use of an extra bed, which will be charged €25 per day. The provision of an extra bed is subject to availability. The maximum number of cots 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. Extra fees are not automatically calculated and added to the booking amount on the website, and must therefore be paid separately on site.

### PETS

Pets are allowed for an extra fee of €20. Pets are the sole responsibility of their owners. Pets may not be left alone in the room. They are not allowed in the wellness and swimming pool areas. Guide and assistance dogs are admitted free of charge, with the prior agreement of the hotel.

### POOL ACCESS

The swimming pools are open from 8 am to 8 pm. For safety reasons, the pools are fenced. The hotel accepts no responsibility for accidents occurring in or around the pool. It goes without saying that children must be supervised at all times by their parents!

### SPA

Access to the spa is exclusively reserved for adults. The hammam and sauna are open to both women and men. Swimwear is compulsory. However, we do allow access to minors over the age of 16 if they are accompanied by an adult.

### MEDICAL RESTRICTIONS

Before using the various services available in the hotel, make sure that your state of health allows it. A spa visit for instance is not without consequences for the health, depending on the individual. Therefore we urge you to exercise caution and seek advice from your doctor if needed. Access is forbidden to people with skin lesions; bandages are not permitted. 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 as well as tennis and padel courts 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 between 7 am and 10 am. Lunch is served from 12 pm to 2:15 pm and from 7 pm to 9:30 pm. For hygiene reasons, it is forbidden to store food in the rooms or in our refrigerators. It is also forbidden to eat in the hotel's communal areas. All food must be eaten in one of our restaurants or in your room. Rooms are equipped with mini-bars, not refrigerators. These do not operate at a temperature at which food can be kept.

### WI-FI

Wi-Fi is free for hotel guests.

### RULES FOR USE AND SAFETY

Swimsuits must be worn in the spa and pool areas. Appropriate clothing and sports shoes must be worn in the fitness centre. Showering is compulsory.

### COMMON AREAS

Appropriate dress and respectful behaviour are required in communal areas.

### **RESPECT FOR THE PREMISES: health and safety rules**

In order to maintain a serene and peaceful atmosphere on the premises, a decent, restrained and discreet behaviour is required at all times. It is forbidden to bring in glass objects, consume alcoholic beverages or illegal substances, or smoke. Any failure to comply with health and safety rules will result in the expulsion without notice of any person whose behaviour contravenes these rules. In the current health context, we ask guests to respect the hygiene rules in place in the establishment. Any person not complying with these rules or endangering others will be asked to leave the hotel.

### **LIABILITY**

Failure to comply with health and safety rules, and any intentional or neglectful damage to the equipment, people or services shall engage the guest's liability and will be charged. The guest is responsible for their own physical condition when accessing the site. The hotel declines all responsibility for any harm resulting from the services provided. If you suffer from health problems (blood circulation, heart or respiratory disorders, allergies, asthma, etc.) or if you are pregnant, please let us know. We decline all responsibility in the event of physical damage (fall, burn caused by wearing jewellery), or material damage, loss or alteration (pieces of jewellery, camera, telephone, etc.).

### **DAMAGE**

The guest must use the rented property with due care. The rooms made available to our guests are checked, functional and in good condition. Guests are asked to report any damage or issue immediately to the hotel reception. In case of damage, the guest will be held liable and the hotel reserves the right to charge the guest for the cost of repair or replacement. The same applies to any offence noticed after checkout, and the compensation amount will be debited from the guest's card. In the event of deliberate or involuntary damage to the equipment, objects or furniture belonging to the hotel, the hotel may demand full reimbursement with a penalty between €1,000 and €2,000. In the event of deliberate or involuntary flooding or water damage, the hotel may demand full compensation for the damage caused. In the event of damage to other rooms, reimbursement will be demanded for the other guests' stay. 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 compensation for the damage, with a minimum charge of €1,000 for repairs and to compensate for the inability to re-let the rooms on subsequent nights. As a general rule, guests must pay any damage caused directly to the hotel. They may use their insurance (if they wish to be reimbursed) for any deliberate 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 continues to smoke indoors or outside the designated areas, they will be asked to leave the hotel. In the event of non-compliance with the hotel rules, the guest will be asked to leave immediately and without refund. The hotel reserves the right to deduct the amount of any product or service used and not declared upon checkout as well as any damage to the room. This amount will be debited from the bank imprint provided at the time of booking. The hotel is under no obligation to inform the guest of this, but may provide an invoice upon request. Guests must not nail anything to the walls or move any furniture.

### **NOISE**

Disturbances, even during the day, are prohibited. Any guest causing disturbances or trouble in any form will be asked to leave the hotel immediately and without refund. So as to create a serene atmosphere throughout the establishment, all noise must cease between 10 pm and 8 am. Please do not slam doors or make too much noise, particularly between 10 pm and 8 am. In case a guest or animal is causing too much noise and disturbing the peace and quiet of other guests, the hotel staff may ask the guest to leave the establishment without relying on acoustic measurements (Art. R. 1334-30 and R. 1334-31 of the French Public Health Code). Any inappropriate noise will be reported to the police if necessary. A hotel room is a place of rest. All commercial activities are also strictly forbidden inside the room.

### **VIDEO SURVEILLANCE**

Common areas are under video surveillance. 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.

### **COMPLAINTS**

Any complaint about the quality of services must be made to the hotel staff immediately.

### **SAFE**

The hotel declines all responsibility for lost or stolen items. Guests must ensure they have locked their room(s) and window(s) when leaving the premises. Identity documents and valuables (watches, pieces of jewellery, means of payment, etc.) must be placed in the safe provided in the room.

### **LOST & FOUND**

Items left behind or lost are kept for one year. They may be sold under the conditions laid down in French law of 31 March 1896. If the guest requests the return of their belongings by parcel or courier, the shipment shall involve tracking and insurance for valuable items. The items will be sent once the guest has paid the shipping costs.

### **PARKING**

A private car park is available to our guests free of charge. It is secure and supervised. We accept no responsibility for any loss/theft/damage within the car park.

### **ACCEPTANCE OF THE HOTEL RULES**

These hotel rules apply to all bookings and all guests. Any stay at the hotel implies acceptance of the hotel rules and all special conditions. Failure to comply with the above provisions will result in immediate cancellation of the contract and financial penalties shall apply. In the event of non-compliance with the hotel rules, the guest will be asked to leave the premises without refund.