



# GENERAL TERMS AND CONDITIONS OF SALE

In accordance with article L. 121-21-8 12° of the French Consumer Code, customers are reminded that they do not have the right of withdrawal provided for in article L. 121-21 of the French Consumer Code. The Conditions of Sale for the fare booked specify the terms and conditions for cancelling and/or modifying the booking.

## Consumer Mediation

After contacting the reservations department and in the absence of a satisfactory response or a response within 60 days, the customer may refer the matter free of charge to the Tourism and Travel Ombudsman, whose contact details and procedures are available on its website: *Médiation Tourisme Voyage*, BP 80303, 75823 PARIS CEDEX 17 Website: [www.mtv.travel](http://www.mtv.travel). For further information, you can consult the official website of the *Médiation de la Consommation* at the following link: <https://www.economie.gouv.fr/mediation-conso>

## **BOOKING CONDITIONS**

For all bookings, the hotel will request or take 25% of the total amount of the stay as a deposit. The hotel may ask you for a credit card number with the date of validity. This information may be used to debit the deposit or to pay for all or part of the stay.

## **CANCELLATION POLICY**

In the event of no-show or interruption of stay The total amount of the stay will be due regardless of the type of stay booked.

In the event of cancellation or no-show, the hotel may use the credit card details requested at the time of booking to make the corresponding payment.

## **WINTER OR SUMMER STAY**

- **Cancellation up to 21 days before the arrival date**, the Hotel will refund the deposit paid.
- **Cancellation between 20 and 11 days before the arrival date**, the hotel will retain the deposit paid.
- **Cancellation less than 10 days before arrival date**, the hotel will deduct the total amount of the stay.

## **THERMAL CURE STAY**

### **(3-week thermal cure or all-inclusive package with treatments at the Grand Spa Thermal)**

- **Cancellation up to 60 days before arrival date**, the Hotel will refund the deposit paid.
- **Cancellation between 59 and 30 days before the arrival date**, deposits (non-refundable) can be carried over to another holiday during the same season under the same booking conditions.
- **Cancellation between 29 days and arrival date**, the hotel will retain the deposit paid.

*To avoid these costs, we recommend that you take out cancellation insurance such as "Thermassur", which we enclosed with our holiday proposal.*

## **ACCEPTANCE CONDITIONS**

When you confirm a booking by paying a deposit or the total amount of the stay in accordance with the terms stipulated in the "booking conditions", you accept and validate all the **GENERAL TERMS AND CONDITIONS OF SALE**.

