

General Terms and Conditions of Sale – Hôtel Restaurant Eugénie

These general terms and conditions of sale apply to all reservations made by a customer (hereinafter "the Customer") with the establishment Hôtel Restaurant Eugénie (hereinafter "the Hotel"), whether online (via the website), by telephone, by email, or directly on-site.

1. Reservation and Confirmation

- **Guarantee:** To be considered firm and final, any reservation must be guaranteed by a bank card number valid on the date of the stay or by the payment of a deposit (if specified at the time of booking).
- **Validation:** The Hotel sends a reservation confirmation by email. The Customer is advised to verify the accuracy of the information and to report any errors immediately.

2. Rates and Payment

- **Rates:** Prices are quoted in euros (€), inclusive of all taxes, and are per room. They vary according to the season, room type, and selected options (e.g., breakfast).
- **Local Taxes:** The tourist tax (currently €1.10 per person per night, subject to change) is not included in the rate and must be paid directly on-site.
- **Payment:** The balance of the stay is payable upon arrival at the Hotel. Accepted payment methods are: Bank cards (Visa, Mastercard), cash, and ANCV holiday vouchers.

3. Cancellation and Modification Policy

- **Flexible Rate:** Free cancellation up to 1 month before the scheduled arrival date. In the event of late cancellation or a no-show, the full cost of the stay will be charged.
- **Shortened Stay:** In the event of early departure during the stay, the total amount for the originally booked stay remains due.

4. Arrival and Departure (Check-in / Check-out)

- **Arrival (Check-in):** Rooms are available from 4:00 PM. In the event of late arrival (after 7:00 PM), the Guest is requested to inform the Hotel. Proof of identity and the bank card used for the reservation may be required.

- Check-out: Rooms must be vacated by 10:00 AM at the latest. Any unauthorized late check-out may result in a charge for an additional night.

5. House Rules and Liability

- Respect for the premises: The Guest agrees to comply with the Hotel's house rules. In the event of inappropriate behavior, noise disturbances, or damage to property, the Hotel reserves the right to evict the Guest without compensation or refund.
- Non-smoking establishment: The Hotel is entirely non-smoking (including e-cigarettes). Failure to comply will result in a restoration fee of €250.
- Pets: Pets are accepted on the premises for a surcharge of €10 per night, per pet.

6. Data Protection (GDPR)

Information requested from the Guest at the time of booking is necessary to process their request. In accordance with data protection regulations (GDPR), the Guest has the right to access, rectify, and delete their personal data upon simple request to the Hotel.

7. Disputes and Applicable Law

These terms and conditions are governed by French law. In the event of a dispute, and after attempting to resolve the issue amicably with Hotel management, the Guest may refer the matter to a consumer mediator. Failing an agreement, the competent court shall be the court of Coutances (Manche).