

TERMS OF USE

Contract between:

S.A.R.L. DOMAINE SAINT CLAIR

Chemin de Saint Clair

76790 Etretat

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APE : 5510Z

TVA INTRA FR : FR24 420 482 200

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Web : www.hoteletretat.com – E-mail : info@hoteletretat.com

And: The Client

Prices

- Our prices include service and VAT.
- Prices subject to change without notice (for example gift vouchers)
- Hotel VAT: 10% - VAT Restaurant: 10% on food and soft drinks - 20% on alcoholic beverages - Current rates charged to the customer

Booking Conditions

- All reservations must be confirmed in writing (letter, fax, e-mail or voucher)
- All reservations made by telephone shall become effective upon receipt of credit card details of the customer (cardholder name, credit card number, expiration date and security code Date) as collateral. If the customer can not provide credit card details, a check deposit is required
- Any reservation made on-line is said non-refundable and becomes definitive only after debit of the completeness of the stay on the communicated credit card number.
- Any stay or meal offered (type voucher) must be paid in full at time of booking
- The photos of our web site (www.hoteletretat.com) are non-contractual. Certain elements of the photo, such as canopy, bed- spread, can be modified the day of your arrival for reasons of cleaning, works, etc.
- In case the customer would like to book a room in particular, we recommend to indicate the name of the room (Ex: Paul, Pierre Loti...) in comment during the online reservation. However, we cannot guarantee the availability of the room.
- All our care are made on reservation, and according to the availability of our beautician. We recommend you to appear 10 minutes before the hour of appointment of your care. All the proposed modelling are care of well-being and relaxation with not therapeutic purpose.
- Any validation of on-line reservation since the www.hoteletretat.com site by the customer supposes the consultation and the preliminary acceptance of the present general terms and conditions
- The agreement of the customer concerning the present general terms and conditions intervenes during the process of reservation, before the validation of his reservation
- Thank you for warning for any late arrival.

Cancellation and Payment of deposit

We inform our pleasant customers that:

- For bookings made online:
 - ∞ Any cancellation will involve the conservation of the amount taken with the reservation.
- For reservations of one night made by phone:
 - ∞ Any cancellation within 7 days before the date of arrival will result in the billing of the night (in the case of a package, billing amount per night)
- For reservations of more than one night made by phone:
 - ∞ If the cancellation occurs between 7 and 15 days before the date of arrival, one night will be charged
 - ∞ If the cancellation occurs within the 7 days prior to the date of arrival, the entire stay will be charged
- However, our booking service can always cancel a reservation by returning the amount paid for the reservation or postpone the trip
- In case of earlier departure during the stay, even in case of emergency for which the hotel cannot be held responsible, will involve the payment of the entire stay, booked and confirmed. However, the hotel will be at the disposal of its guest to supply the necessary documents for his insurance, if this one covers that kind of damage
- Any no-show will involve the charge of the entire stay in compensation
- Any cancellations of reservation must be confirmed in writing (letter, fax, e-mail)
- In case of cancellation of booked care, we kindly request to you to warn us 24 hours before the care. After this deadline, we will charge you a fixed price cancellation of 35 €

Housing obligation

- We have the obligation to host you in a room of the same category as the conditions of the booking and this for the sake of the client. We can go to upgrade you

Restaurant Warranty

- Some fresh products can be brought to miss for reasons of supply, the Group Management reserves the right to replace the main dish with another one of equivalent quality
- The reception at the restaurant is from 12:00 to 13:30 for lunch (only Saturdays and Sundays) and 19:00 to 21:00 for dinner during the week, and up to 21:30 on Fridays and Saturdays
- The service breakfast is available
 - ∞ At the buffet, Mondays to Fridays from 7:30am to 10:00am, and Saturdays and Sundays and holidays from 8:00am to 10:30am,
 - ∞ In the room, Mondays to Fridays from 7:30am to 11:00am, and Saturdays and Sundays and holidays from 8:00am to 11:30am
- As part of a nightlife, it is recalled that the closing time of the facility is set at 4:00 am

Terms of payment

- Upon presentation of the invoice
- For group reservations, the hotel requires prepayment before the stay corresponding to 50% of booking amount
- Payment notice: "seminars" invoices are payable within 30 days end of month. All claims must be made within 8 days after the invoice date
- In case the payment is made after 30 days of the invoice date, penalties for late payment will be due. They represent 3% of the total amount per month of delay. Started month will be prorated. Any incident makes payment due immediately of the the full amount
- credits incurred by participants in seminars and outstanding at departure will be charged to the event organizer

Method of payment

- Cash: Euro
- Check: the European community with the presentation of identification
- Credit cards: American Express (up to 2 000-€-), Visa, Mastercard

Arrival – Departure

- Usually the rooms are available from 15:30. Inform us of your arrival time, we will do our utmost to ensure that the rooms were ready on arrival
- The rooms must be vacated no later than 12 hours. Any room not released at noon the day of departure will result in a charge of one additional night
- In low season, if you want to keep your room beyond noon, we ask you to kindly contact the reception who will do everything necessary to help you. Please note however, that this facility, which is based on availability, can not be systematically possible

Specific conditions

- The client responds with its reservation of all damage caused by its guests or children in the park and within
- confetti are prohibited
- The appetizers, wine and water are served according to a specific quota specified in the proposal meals
- Any use or restoration product consumed in the room and not from our restaurant or our bar you will be charged according to a corkage
- The list of participants in the seminars should be sent to the institution no later than 48 hours prior to date of arrival
- The choice of menus for groups and seminars will be sent to the institution no later than 8 days prior to date of the event
- All points of decoration, technical facilities, various room layouts and lounges, must comply with regulations and safety standards applicable and previously approved in writing by the hotel management, given that the approval in question is always exclusive of any drilling walls, floors and coverings by any means whatsoever, and all applications, collages, displays, assuming the use of a stick product on the walls, ceilings or floors the premises of the institution. Damage, theft of equipment incurred by the institution and committed by participants during an event will be charged to customer organizer of this event.
- Our friends the animals are allowed in room with a supplement of 10 € per day. They are not allowed in the restaurant and in-room breakfast

Claims

- Any complaints or claims must be confirmed by mail and we will be happy to answer them as quickly as possible

Insurance

- AXA Insurance represented by Mr Thomas Deschamps, 12 rue Ingouville, 76600 Le Havre. Tel: 02.35.42.67.19



- De PARIS** 2 heures A13/A14,
Traverser le Pont de Tancarville et suivre la D39
- Du NORD** 2-3 heures A28-A29
Sortie Bolbec-Etretat et suivre la D910
- Du SUD (Caen Deauville Honfleur)** A13-A29,
Traverser le pont de Normandie puis D940 par la côte
- Du HAVRE** 25 minutes D940 par la côte
- De ROUEN** 1 heure A29 sortie Bolbec-Etretat et suivre la D910
- Par TRAIN** 2 heures Paris Saint Lazare, descendre au Havre
- Par AVION** Le Havre-Octeville
- D'ANGLETERRE via Dieppe** D925 vers Fécamp puis D940