

Gai Soleil

Chalet Hôtel



General Terms of Sale

Arrival and departure

We guarantee the availability of your room from **3pm**. Please let us know if you arrive late (**after 9pm**) or arrive in the morning.

Rooms must be vacated by **11 a.m.** Schedule that may be changeable on request and on availability.

A “late check-out” service is possible if booked in advance and agreed with the Hotel: this service costs **€20** for every hour begun and thereafter. In the event of a late check-out without having informed the Hotel, the cost of the service is double (**€40 for every hour begun and thereafter**). If the check-out is after 3.00 pm, the Customer will have to pay the full price of an additional night as per the prices displayed on the day.

Rates

The service and the T.V.A. are included in the rates. The residence tax of **1.50 euros per day/ adult** (from 18 years old) is charged in addition. This tax is subject to updating.

Quote

A quote cannot be used as a confirmation of a booking. The stay and availability will be reconfirmed at the time of the booking which must be accompanied by the payment of deposit. A credit card number will be required to validate the booking

Booking conditions

Any booking is considered final upon receipt of a payment of:

Winter rate

- **30%** of the total amount of the booking for a room at the time of the booking
The balance must be settled 1 month prior to arrival

Summer rate

- No deposit at the time of booking for a room
- The balance must be settled 15 days prior to arrival

The deposit paid as a reservation guarantee is acquired at the hotel as a decree under the provisions of Article 1590 of the Civil Code, including in the event of cancellation or abbreviated stay. The deposit will be deducted at the end of the stay if it has been fully filled and respected. Booking is only guaranteed with credit card. Credit card is always required at the time of booking-

Cancellation or modification

Customers are advised to purchase insurance from their insurance company to cover the cost of cancellation or interruption of stay.

Winter rate

- ✓ Cancellation without charge up to 30 days prior arrival, the deposit paid is refundable
- ✓ Cancellation between 30 days and 15 days before the arrival: 50% of the total amount, the deposit paid is non-refundable
- ✓ Cancellation between 15 days and the day prior arrival: 100% of the total amount, the sums due will be automatically deducted from the credit card

Summer rate

- ✓ Cancellation without charge up to 15 days before arrival, the deposit paid is refundable
- ✓ Cancellation between 15 days and the day of arrival: 100% of the fees, the sums due will be automatically deducted from the credit card.

Responsibility

Hotel responsibility: On request we can put your valuables in our safe, our company cannot be held responsible in case of loss or theft.

Customer responsibility: In case of missing items or deterioration in the hotel room, the amount of repairs will be charged to the customer at the end of his stay. In the case of inappropriate customer behavior or willful deterioration, the management of the establishment may terminate the stay immediately, without refunds or compensation. The refurbishment costs will be due by the customer.

Security

- Internal regulations: Each customer is responsible for any nuisance caused or damaged. If the tranquillity, integrity or safety of people living or working in the estate is compromised, we could terminate the stay immediately without compensation. The client must avoid any act of recklessness or negligence. In particular, he must be careful not to leave the chamber unattended, and to lock in his absence in order to avoid any intrusion. In general, the client must use his accommodation and the furniture that fills it in conditions of normal use. Under no circumstances will the liability of our company be recognized in the circumstances below- Stolen or deteriorated items: The liability of our company cannot be recognized in any case in case of theft or deterioration of property belonging to the guests, which occurred in the room, or in the hotel car park. The guest is solely responsible for his belongings and personal belongings during his stay in the hotel On request we can put your valuables in our safe.

For security reasons it is forbidden to cook in the rooms of the Hotel

For our guests, the chalet-hotel Gai Soleil must remain the background to an unforgettable stay that leaves them totally satisfied. This is why we thank you for notifying us as soon as possible of any complaints you may have during your stay, so that we can find a solution as soon as possible.

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