

# LA BARONNIE



## HÔTEL & SPA

ÎLE DE RÉ

### GENERAL SALES CONDITIONS

WELCOME TO LA BARONNIE HOTEL & SPA.

THE STAFF IS HERE TO WELCOME YOU FROM 9 A.M. TO 10 P.M. IF YOU ARE DUE TO ARRIVE AFTER THIS TIME, PLEASE LET US KNOW.

THE ROOMS ARE AVAILABLE ON THE DAY OF ARRIVAL FROM 3 P.M.

ON THE DAY OF DEPARTURE, WE ASK YOU TO VACATE YOUR ROOM BY 11 A.M.

BREAKFAST IS SERVED EVERY MORNING IN THE DINING-ROOM OR IN THE GARDEN FROM 8 A.M. TO 10.30 A.M.

EVERY ROOM HAS ITS OWN MINI BAR.

YOU MAY ASK OUR STAFF TO SERVE A SELECTION OF HOT OR COLD DRINKS IN THE LIVING-ROOM OR GARDEN.

#### DEPOSIT

YOUR RESERVATION IS DEFINITELY REGISTERED UPON RECEIPT OF YOUR DEPOSIT, BY AUTHORISED WITHDRAWAL FROM YOUR CREDIT CARD VISA, MasterCard OR AMEX.

THE DEPOSIT REQUESTED WOULD BE:

- 50 % FOR ONE NIGHT RESERVED
- ONE NIGHT, FOR TWO OR THREE NIGHTS RESERVED
- 35% FOR FOUR NIGHTS OR MORE RESERVED
- 100% FOR SPECIAL OFFERS OR ANY DISCOUNT OR PROMOTIONS

THIS DEPOSIT WILL BE DEDUCTED AT THE END OF THE STAY AS LONG AS IT HAS NOT BEEN MODIFIED SINCE THE FINAL CONFIRMATION OF THE RESERVATION.

OUR SPECIAL OFFERS CANNOT BE MODIFIED AND COMBINED WITH OTHERS AND ARE NOT REFUNDABLE.

#### CANCELLATION

- IF YOUR RESERVATION IS CANCELLED OVER 3 WEEKS PRIOR TO THE DATE OF ARRIVAL, IT IS POSSIBLE TO TRANSFER THE DEPOSIT TO A NEW PERIOD OF STAY DURING THE SAME SEASON OR TO CLAIM THE DEPOSIT BACK, CONDITIONAL UPON SENDING A WRITTEN NOTICE. A CHARGE OF 50 EUROS WILL BE WITHHELD PER ROOM CANCELLED.
- IN CASE OF A DEFINITE CANCELLATION LESS THAN 21 DAYS PRIOR TO ARRIVAL AND ACCORDING TO THE PROVIDED DISPOSITIONS OF ARTICLE 1590 OF THE FRENCH CIVIL CODE:  
"ALL RECEIVED GUARANTY DEPOSITS STAY COMPLETELY ACQUIRED".
- IN CASE OF CANCELLATION, 3 DAYS PRIOR TO THE ARRIVAL DATE OR IN CASE OF A NO-SHOW, THE ENTIRE STAY IS DUE AND WILL BE CHARGED.
- IN CASE OF CANCELLATION OF A SPECIAL OFFER, THIS ONE IS NOT REFUNDABLE.

#### SPA

THE CUSTOMER WILL HAVE TO CANCEL ITS SPA APPOINTMENTS AT LEAST 24 HOURS BEFORE THE SERVICE

ANY APPOINTMENT CANCELLED WITHIN 24 HOURS WILL BE DUE.

ANY SPA TREATMENT INCLUDED IN A FORFEIT CANNOT BE CANCELLED, REIMBURSED, OR MINORED

#### SHORTENED STAY

CONSIDERING OUR SMALL SIZE STRUCTURE, A CANCELLATION CAUSES US A MAJOR LOSS.

SHOULD YOU DECIDE TO SHORTEN YOUR STAY, WE WILL CHARGE YOU FOR THE ENTIRETY OF YOUR ORIGINAL RESERVATION AS SHOWN ON THE CONFIRMATION SENT TO YOU. WE THANK YOU FOR UNDERSTANDING.

**ANIMALS:** PETS ARE NOT ALLOWED IN OUR DOMAIN.

**COMFORT:** LA BARONNIE HÔTEL & SPA \*\*\*\* IS A NON-SMOKING ESTABLISHMENT.