



## General Sales Conditions

### **Booking policy**

In accordance with article L.121-21-8 12° of the French Consumer Code, you are not eligible to exercise your right of cancellation as written in article L. 121-21.

The prices are service included, but do not include the city tax of 2 euros from 18 years old.

Bookings are only considered firm if accompanied by a deposit (payable on booking) equivalent to **40%** of the total amount (excluding extras)

Deposits can only be deducted at the end of the agreement provided the latter has been fully respected and the balance is payable locally upon departure.

In case of early departure or postponed arrival, the initial stay will be charged.

The deposit is payable by credit card, check or transfer to the account  
CIC MORZINE - IBAN : FR76 1009 6182 3000 0232 8030 127 - BIC : CMCIFRPP

### **Cancellation policy**

We offer cancellation free of charge 28 days or 4 weeks before arrival.

If cancelled less than 28 days before check-in, the deposit is non-refundable.

If cancelled on arrival day or in the event of a no-show, 100% of the booking is charged and non-refundable.

### **Arrival and departure**

The rooms are available from 3 pm and must be vacated for 11 am on departure.

For arrivals after 10 pm, please contact us before 8 pm at the latest.

### **Dispute**

In the event of a dispute between the trader and the consumer, the latter shall Endeavour to find an amicable solution.

In the absence of an amicable agreement, the consumer has the possibility to refer the matter to the consumer mediator of the professional, namely the Association des Médiateurs Européens (AME CONSO), free of charge within one year of the written complaint addressed to the trader.

The referral of the mediator of the consumption must be carried out:

> by completing the form provided for this purpose on the website of the AME CONSO:

[www.mediationconso-ame.com](http://www.mediationconso-ame.com)

> or by letter addressed to AME CONSO, 11 Place Dauphine – 75001 PARIS - FRANCE

Consumers can also use the available online dispute resolution platform using the link:

<https://webgate.ec.europa.eu/odr/main/index.cfm?event=main.home.show&lng=FR>