

GENERAL TERMS AND CONDITIONS OF SALE

Individual reservations

Operator	SNC Hôtelière de Champagne
Address	75, place Drouet d'Erlon - 51100 Reims - France
Registration	RCS Reims 832 251 896 - SIRET 832 251 896 00011 - VAT FR 47 832251896 - NAF Code 5510Z
Contact	Telephone: 03 26 47 39 03 - E-mail: reservation@hotel-centre-reims.fr

1. Scope of application

These General Terms and Conditions of Sale apply to individual reservations of rooms and, where applicable, additional services made directly with the establishment, in particular via its website, by telephone, by email or at reception.

They are intended to govern the contractual relationship between the establishment and any consumer customer booking for personal needs. They do not govern group contracts, seminars, allotments, corporate agreements or specially negotiated conditions, which remain subject to specific documentation.

2. Purpose of the services

The establishment offers accommodation services, with or without additional services such as breakfast, parking, pet accommodation or any other service offered at the time of booking.

The essential characteristics of the services, the applicable rates and any options included or not included are specified before the booking is confirmed.

3. Acceptance of the general terms and conditions of sale

Any booking implies prior consultation and unconditional acceptance of these General Terms and Conditions of Sale.

The customer acknowledges having received, before the conclusion of the contract, the essential information relating to the booked services, the price, the payment terms, the cancellation conditions, the arrival and departure times, and these terms and conditions.

4. Booking

The booking becomes firm and final after completion of the booking process and according to the terms of the selected rate: full or partial payment, provision of a valid bank guarantee, or written confirmation from the establishment.

The establishment reserves the right to refuse or cancel any booking for a legitimate reason, in particular unavailability, payment incident, manifestly incorrect details, previous misconduct or fraudulent use of a means of payment.

5. Prices

Prices are expressed in euros, all taxes included, excluding tourist tax unless otherwise stated. The applicable price is the one displayed at the time of booking.

Any additional service not expressly included in the booked rate remains charged in addition.

In the event of a change in applicable legal or regulatory taxes, in particular VAT or tourist tax, such changes may be passed on to the price of the services.

6. Payment terms

The payment terms depend on the rate selected by the customer: prepaid rate, rate guaranteed by bank card, or payment on site according to the conditions specified at the time of booking.

For any payment by cheque or cash, an official identity document may be requested.

Extras and additional services consumed on site - in particular minibar, telephone, laundry or any other additional service - are payable directly to the establishment before the customer's departure.

7. Cancellation and modification conditions

The applicable cancellation and modification conditions are those specified at the time of booking and repeated in the confirmation sent to the customer.

Unless otherwise specifically stated, a booking at a flexible rate may be cancelled free of charge until the deadline mentioned at the time of the order. After this deadline, cancellation fees are due under the conditions of the booked rate.

Non-cancellable, non-modifiable or non-refundable rates do not give rise to any refund in the event of cancellation, modification, interruption of stay or no-show.

Any change in dates, length of stay, number of persons or room category remains subject to availability and may lead to a rate adjustment.

8. No-show and interruption of stay

In the event that the customer does not arrive on the scheduled arrival date, without prior cancellation within the applicable time limits, the establishment may charge the fees provided for by the booked rate, which may amount to the first night or the total stay depending on the applicable conditions.

Any late arrival, early departure or interruption of stay attributable to the customer does not give rise to any refund unless expressly provided otherwise by the booked rate.

9. Arrival - departure

Unless otherwise stated at the time of booking, rooms are available from 3:00 p.m. on the day of arrival and must be vacated no later than 12:00 noon on the day of departure.

Any unauthorized late check-out may result in the charging of an additional night or extra fees.

10. Use of the premises - customer conduct

The customer undertakes to use the premises peacefully, to comply with the establishment's internal rules and with the applicable legal and regulatory provisions, in particular those relating to the prohibition of smoking in the areas concerned.

The customer is liable for any damage, deterioration, loss, disturbance or nuisance caused by the customer, accompanying persons or guests. The establishment reserves the right to take any necessary measure in the event of conduct contrary to good order, safety, hygiene or the peace and quiet of the premises.

11. Liability - relocation - force majeure

The establishment cannot be held liable for non-performance or improper performance of the contract in the event of an act of the customer, an unforeseeable and insurmountable act of a third party, or force majeure as defined by French case law.

In the event of exceptional unavailability of the booked room, the establishment may offer the customer accommodation in an establishment of an equivalent or higher category, subject to availability, without any additional compensation being claimed beyond the direct assumption of the relocation costs when borne by the establishment.

12. No right of withdrawal

In accordance with the rules applicable to accommodation services provided on a specific date or according to a defined period, the customer does not benefit from a right of withdrawal for accommodation bookings.

13. Complaints

Any complaint relating to a stay must be sent in writing to the establishment at the postal address indicated at the top of these terms and conditions, or to any contact address shown on the establishment's website, as soon as possible after the stay.

14. Consumer mediation

After first contacting the establishment's complaints service in writing, and in the absence of a satisfactory response, the consumer customer may use, free of charge, the consumer mediator to which the establishment belongs.

Mediator: MCCA Médiation

Website: www.mcca-mediation.fr

The mediator may only be referred to after a prior written approach has been made to the establishment.

15. Personal data

The personal data collected in connection with the booking, reception, stay, invoicing and follow-up of the customer relationship are processed by the establishment for the purposes of performing the contract, complying with its legal obligations and managing the commercial relationship.

Information relating to the processing of personal data and to the rights of data subjects is detailed in the privacy policy published on the establishment's website.

16. Applicable law

These General Terms and Conditions of Sale are governed by French law.

Publication note

Before publication, complete the establishment's contact details and verify that the conditions displayed on the booking engine fully match these General Terms and Conditions of Sale.

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