



Hotel Macchi

74390 CHATEL (Haute- Savoie)

Tel: 04.50.73.24.12 – Fax:
04.50.73.27.25

General Terms and Conditions of Sale

ARTICLE 1: APPLICATION OF THE GENERAL TERMS AND CONDITIONS OF SALE

The following general terms and conditions are applicable without restriction on the reservation of any room, meal or other service provided by Hôtel Macchi. Any reservation implies unreserved acceptance of the general terms and conditions of sale in force.

Hôtel Macchi hereby reserves the right to amend its general terms and conditions of sale at any time. The general terms and conditions of sale applicable are those in force at the date when an order is placed by the buyer. The present general terms and conditions of sale can be consulted at any time on the website at

www.hotelmacchi.com.

ARTICLE 2: OFFER

As is customary and notwithstanding any expression to the contrary, rooms are available from 4pm and guests must check out at 10am. Failure to respect the check-out time will lead to an additional night being invoiced.

If you expect to arrive after 9pm, we advise that you call the hotel in advance to notify us of the approximate time of arrival. We will gladly store your luggage in our lockers, and a shower room can be made available on the date of arrival and departure on request. We are unable to guarantee allocation of a particular room.

ARTICLE 3: BOOKING AND GUARANTEES

Guests are solely and exclusively liable for the choice of services reserved and their suitability.

Guests hereby undertake, prior to making any reservation, to send Hôtel Macchi all information requested and certify the accuracy thereof.

All reservations should be made by email, telephone or letter. Reservations will be confirmed by email by Hôtel Macchi. Reservations will only be definitive after payment of a deposit equal to 45% of the total price of the stay for those services reserved at the standard rate, and the total price of the room if you have reserved at the NANR rate.

Payments may be made by cheque, transfer or other means. Bank cards accepted are: VISA, Eurocard-MasterCard. Fees for transfers received from abroad are payable by the guest.

This deposit may not be classed as arrears.

ARTICLE 4: CANCELLATION AND INTERRUPTION OF STAY

CONDITIONS OF CANCELLATION:

- 1 / Cancellation at least 31 days before your arrival: the total deposit of 45% will be retained in full by Hôtel Macchi and not be reimbursed.
- 2 / Cancellation between 8 and 30 days before your arrival: the total deposit will be retained in full by Hôtel Macchi and 5 % of the total of the stay will be invoiced in compensation losses incurred.
- 3 / Any cancellation occurring at least 8 days prior to your arrival: the total deposit will be retained in full by Hôtel Macchi and 55% of the total of the stay will be invoiced as compensation for losses incurred.
- 4 / Any interruption of a stay in progress, 100% of the total amount of services reserved will be invoiced.

Our half-board rate is indivisible and includes dinner and breakfast. Any meal not taken will not be reimbursed. Dinner: a supplement will be requested for Christmas, New Year, and Saint Valentine's dinners.

ARTICLE 5: CANCELLATION INSURANCE

The hotel may not be held liable for any events of any kind which may lead to cancellation or modification of the stay, and we recommend that you take out cancellation insurance.

This will allow you to be reimbursed for your deposit and any amount invoiced pursuant to the aforementioned general terms and conditions.

Cost: 5 % of the total amount of your stay. To be taken out at the time of reservation.

ARTICLE 6: PRICES AND PAYMENT

The services proposed by Hôtel Macchi are offered at the prices in force as at the time of reservation. Prices are displayed inclusive of all taxes in euro. They may be amended at any time without notice, depending on the rate of occupancy of the hotel. The invoice balance will be payable 10 days prior to your arrival if you have taken out insurance for cancellation or interruption of your stay.

ARTICLE 7: MISCELLANEOUS

Pets: pets are accepted in the hotel, but no food is provided. Within Hôtel Macchi, pets must always remain under the supervision and remain the liability of their owner. Pets must not disturb the peace and safety of other guests or members of staff of Hôtel Macchi. Outside of rooms, they should be kept on a lead.

Any damages (for instance dirt) caused by pets will be payable by guests and invoiced in euro by Hôtel Macchi management on the basis of the number of hours of cleaning required and the damages caused.

Family rooms: In rooms with bunk beds, the top bunk is not suitable for children under 6 years old, pursuant to standards in force. Within Hôtel Macchi, children must remain under the supervision and remain the liability of their parents at all times.

Guests accept and hereby undertake to use the room in a reasonable manner, as intended, and in accordance with legislation, acceptable behaviour and public order.

Hôtel Macchi offers Wi-Fi internet access. Guests using this service hereby undertake that all computer resources provided not be used for reproduction, representation, provision or communication to the public of any creations or objects such as texts, photos, audio-visual and music creations, software and video games protected by copyright or similar rights, without the authorisation of the copyright owner for which provision is made under book I and II of the intellectual property code where this authorisation is required.

ARTICLE 8: APPLICABLE LAW AND DISPUTE RESOLUTION

The present General Terms and Conditions of Sale and the resulting operations between Hôtel Macchi and the Guest are governed by French law, subject to other mandatory protective provisions. The present general terms and conditions of sale are drafted in French.

Any disputes which may arise following application of the present general terms and conditions of sale, concerning their validity, interpretation, application, termination, consequences and follow-up and which cannot be resolved amicably between the seller and the guest, will be referred to the courts with jurisdiction under common law.

Guests are duly informed that in any case, they may make use of conventional mediation, notably with the Consumer Medication Commission (Consumer Code Article L 534-7) or with the existing mediation bodies in the sector, or any alternative method for dispute resolution (conciliation, for instance) in the event of any complaint.