

GENERAL TERMS AND CONDITIONS OF SALE

✓ 1st ARTICLE: GENERAL PROVISIONS

The customer undertakes to comply with and to ensure compliance with all the provisions set out in this document, as well as the legal and regulatory requirements.

✓ 2ND ARTICLE : CAPACITY

The customer acknowledges having the capacity to contract, which means having the legal majority and not being under curatorship or guardianship.

✓ 3RD ARTICLE : BOOKING POLICIES

In order to confirm the stay, the prepayment is required at the time of booking. It amounts to 30% of the total amount of the stay (flexible rates) or 100% of the amount of the stay (non-flexible rates). The prepayment can be made by credit card, check or bank transfer.

The payment of the deposit is a determining and substantial condition of the reservation. If the deposit is not paid, the hotel will not be able to confirm the reservation and the availability of the reserved room(s) cannot be guaranteed. In accordance with Article 1590 of the French Civil Code, the deposit will be retained in case of cancellation. Any deposit paid as a guarantee is nevertheless refundable according to the cancellation conditions. Deposits not claimed before December 31 of the year in which they were acquired will be lost for the client. The rates are established in euros (€). The tourist tax is not included. The rates mentioned on the site are subject to change without notice and only the price mentioned in the booking confirmation is contractual.

✓ 4th ARTICLE: PROVISION OF ROOMS

Rooms are available from 3:00 pm on the day of arrival and must be vacated by 11:30 am on the day of departure.

✓ 5th ARTICLE: CANCELLATION POLICIES

If the reservation is made on our website www.grandhoteldugolfe.com, by phone: 04 68 81 14 73 or by mail: contact@grandhoteldugolfe.com, the cancellation conditions are as follows:

Flexible (cancellable on D-3)

- Prepayment of 30% at the time of reservation (the rest is to be paid on site at the time of departure).
- Refund if cancelled up to 3 days before arrival (no cancellation fee).

Non-flexible (non-refundable)

- Full prepayment at reservation
- The reservation cannot be modified or refunded upon cancellation

✓ 6th ARTICLE: MODIFICATION AND/OR INTERRUPTION OF THE STAY

Any request to modify a reservation must be made to the Grand Hôtel du Golfe by email to contact@grandhoteldugolfe.com. The reservation modification is firm and final only after receipt of confirmation by the Grand Hôtel du Golfe. Modification requests may lead, where applicable, to the application of the cancellation conditions.

- In case of interruption of stay and/or in case of early departure, the stay is due in its entirety.

✓ 7th ARTICLE: TERMS OF PAYMENT

Payment for services (deposit deducted) will be made directly at the hotel. The hotel accepts credit cards, cash and holiday vouchers. The hotel does not accept bank checks.

✓ ARTICLE 8 : DISLODGEEMENT

In the event of exceptional events or technical or organizational problems in the hotel that make it impossible for the guest to stay, the hotel will make every effort to find alternative accommodation, if possible, in a hotel of the same or higher category. The hotel will bear the cost of the accommodation (extra charge).

✓ 9th ARTICLE: DATA PROCESSING AND CIVIL LIBERTIES

In application of the French law 78-17, known as "Informatique et Libertés", customers are informed that their reservation is subject to computerized personal data processing. Users have the right to access and rectify the data entered, which may be exercised by contacting the company's head office. The client agrees to be included in the hotel's client file. It is specified that this information is not communicated to third parties.

✓ 10th ARTICLE: CLAIMS

All claims must be sent by registered mail with return receipt to Grand Hôtel du Golfe, 3638 Route de Collioure, 66700 Argelès-sur-Mer, no later than 15 days after the departure date. After this period, no claim can be considered.

✓ 11th ARTICLE: INSURANCE – LIABILITIES

The hotel declines all responsibility in the event of theft, loss or damage to guests' belongings during their stay. The client will be held responsible for any damage, deterioration or vandalism that may occur as a result of the occupation of the premises and/or as a result of the participants and/or the staff for whom he/she is responsible, both to movable, decorative and immovable property belonging or not belonging to the hotel. In the online booking process, on our website, we cannot be held responsible for any damage resulting from the use of the Internet such as loss of data, viruses, breakdown of service.

✓ 12th ARTICLE: RECOMMANDATIONS

The guest undertakes not to invite any person whose behavior is likely to be prejudicial to the establishment, the hotelier reserving the right to intervene if necessary.

✓ 13rd ARTICLE: ALLOCATING JURISDICTION

Any disputes arising from the application or interpretation of these general terms and conditions of sale shall be governed by French law and shall fall under the exclusive jurisdiction of the French courts, within the jurisdiction of the Strasbourg Court of Appeal.

DIRECTION