



INTERNAL REGULATIONS

Article 1: Reception

The hotelier has the right to refuse clients who are indecently dressed or have a noisy, incorrect, or intoxicated demeanor, or whose behavior is contrary to good morals and public order.

Anyone wishing to stay at the hotel must provide their identity and that of the people accompanying them.

Article 2: Arrival and Departure

Guests must check in at the reception upon arrival. Check-in is scheduled for 3:00 PM and check-out before 11:30 AM.

Special arrangements can be made depending on the availability of the establishment.

Article 3: Room Occupancy

The guest may not bring into the room third parties unknown to the hotelier without his permission. Similarly, the guest may not rent a room for a number of people exceeding that allowed by the regulations in force.

Article 4: Access to Rooms

Upon arrival, unless agreed by the hotelier, the guest cannot demand to occupy the room before 3:00 PM. Nightly rental ends at 11:30 AM regardless of the guest's arrival time. A luggage storage service allows guests to entrust their luggage to the hotel reception.

Article 5: Management of Keys and Night Access Badges

The room key is an electronic key that the guest may keep with them but must not entrust to a third party. It must be returned on the day of departure.

In case of non-return, the hotel will charge €3 and deduct the amount from the guest's credit card.

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Article 6: Nuisance and Respect for Other Guests

Disturbance, even during the day, is prohibited. Guests causing disorder or scandal in any form will be asked to leave the hotel immediately without refund for their stay. For the tranquility of the establishment, all noise must cease between 10:00 PM and 8:00 AM. To respect and ensure the rest of other guests, please do not slam doors or make excessive noise, especially between 10:00 PM and 8:00 AM. Any neighborhood noise related to the behavior of a person or animal under their responsibility may lead the hotelier to ask the guest to leave the establishment without the need for acoustic measurements if the noise generated is likely to disturb other guests (art. R.1334-30 and R.1334-31 of the Public Health Code). Noise causing the refund of other affected guests will be charged to the credit card of those causing the disturbance. A hotel room is a place of rest.

Article 7: Food and Drink

We inform our valued guests that it is strictly forbidden to consume food or drink from outside the hotel. Glasses, dishes, and ice from the restaurant are exclusively for use with hotel consumables.

Article 8: Responsibilities

Children are under the full responsibility of the guest. Animals accepted in the establishment are also under the responsibility of the room tenant. They must not be left unattended in the room. Any voluntary or involuntary damage or nuisance must be paid for by the person who booked the room, as well as any damages caused by their animal.

Article 9: Prohibitions

For safety and respect for all, it is strictly forbidden to smoke in any part of the hotel, in accordance with decree no. 2006-1386 of November 15, 2006. If a room smells of smoke, the hotel reserves the right to charge the client for cleaning and deodorizing fees. If the room cannot be immediately re-let due to the smell, the cost of the room for the non-rented period and the potential rehousing cost of the affected client will also be charged to the responsible client. It is also forbidden to cook in the rooms, eat meals there, or bring in drinks not provided by the hotel, as well as to do laundry. It is also prohibited to store food in the minibars provided by the hotel.

Article 10: Relaxation Area, Hammam, and Jacuzzi

The relaxation area, including the hammam and sauna, is open daily from 8:00 AM to 10:00 PM by prior reservation. Access to the relaxation area is primarily for adults. However, children are also welcome under the constant supervision of an adult.

Medical Restrictions: Before any spa service, ensure your health permits it. Hammam use can have health consequences. Exercise caution and consult your doctor about this practice. Access is prohibited for individuals with skin lesions, and bandages are not allowed. Pregnant women are strictly forbidden from using the hammam due to excessive heat and potentially abortive properties if essential oils are diffused. The hammam is reserved for those without health concerns, including high blood pressure, cardiovascular disease, diabetes, etc.

Responsibility: Non-compliance with the regulations, safety, hygiene rules, and any damage or negligence that may cause direct or indirect damage to the equipment, people, or future services will incur your responsibility and will be charged. You are responsible for your physical conditions of access, and we decline all responsibility in case of consequential effects of the services. If you suffer from health problems (circulatory, cardiac, respiratory disorders, allergies, asthma...) or if you are pregnant, do not omit to inform us. We decline all responsibility in case of physical damage (falls, burns, especially related to wearing jewelry) or material damage, loss or alteration of jewelry, photographic equipment, phone...

Usage and Safety Rules: Wearing a swimsuit is mandatory. For comfort, hygiene, and safety (slipping on wet floors), wearing flip-flops is mandatory. A prior shower is obligatory. Respect for the premises, hygiene, and safety rules is required. Decent behavior, restraint, and discretion are mandatory to respect the serenity of the place. Sexual relations are strictly forbidden in the relaxation area. Any breach of hygiene and safety instructions will result in immediate eviction of anyone whose behavior contravenes these rules.



Article 11: Housekeeping

Room cleaning is carried out daily between 8:00 AM and 2:30 PM. A form is available to authorize staff to enter your room. To conserve water and protect the environment, towels hanging are not systematically changed. They are replaced only upon the guest's request. Towels to be replaced must be placed on the bathroom floor. Likewise, bed linen change is not automatic but is carried out upon specific request of the guest. Towels provided must not be used outside the room. Additional charges may be applied in case of excessive soiling.

Article 12: Pool Towels

Pool towels are provided in each room for the duration of the stay. These towels are not systematically replaced. In case of need, guests can request an exchange at the hotel reception. Guests are requested to leave the pool towels in the room at the time of departure. If the towels are not found in the room by the housekeeping staff, they will be charged to the guest's deposit. This rule also applies to all room linen. Any loss or damage will result in additional charges to the deposit.

Article 13: Establishment Under Video Surveillance in Common Areas

For the security of property and people, the establishment is under video surveillance with recording. Only cases provided by law authorize the provision of images.

Article 14: Acceptance of the Regulation and General Sales Conditions

The hotel's internal regulations apply to all bookings. Any stay implies acceptance of the specific conditions and the hotel's internal regulations. Non-compliance with the above provisions results in the immediate termination of the contract.

Article 15: In Case of Interruption of Stay

No refunds will be made. Similarly, in case of early departure, the stay is due in its entirety. Delays in arrival or early departures cannot give rise to a refund.

Article 16: Payment

A security deposit of 100 euros will be retained by credit card as a guarantee for all reservations at the client's check-in. A bank imprint is made as a guarantee. In some cases, the imprint may appear as a pending debit on the bank account associated with the card used.

Final Clause

In case of non-compliance by the client with one of these conditions, the hotelier will be obliged to ask the client to leave the establishment immediately without any compensation.