

GENERAL TERMS AND CONDITIONS

Booking option:

The reception staff can give its agreement to put an option on a booking. The limit day of this option will be specific for each booking and decided by the hotel. Beyond this date and without any news from the customer, we will inform you and cancel the option.

Booking confirmation:

The booking will be confirmed solely after the customer gave a 30% deposit of the total amount of the stay and complete address and telephone number. Any booking not complying with these requirements will not be confirmed.

Guarantee for restaurant and room bookings:

For any restaurant booking equal or superior to 8 people, the customer must decide of a common menu for all the guests and give to the reception staff all required and necessary information to organise the meal, at least 7 days before the arrival date.

Cancellation :

A booking cancellation, partial or total, will lead to the following costs:

- For a stay inferior or equal to 3 nights : 100% of the total amount of the stay if the cancellation occurs less than 48 hours (2 days, count from 15:00) before the date of arrival.
- For a stay superior to 3 nights: 100% of the deposit, that means 30% of the global amount of the stay (even if the deposit hadn't been previously charged).
- For any cancellation during the stay, 100% of the total amount of the stay will be charged.
- In case of "no-show", 100% of the total amount of the stay, including all services bought at the time of the booking will be charged. (meals values represent 60€ per adult and 25€ per child).

Insurance :

The hotel cannot be held responsible for any forgotten or lost item, nor any theft occurring during the stay.

Personal and precious items can be entrusted to the safe of the hotel management.

Any claim made after the customer has left will be considered as void.

Mailing forgotten items will be done upon request and entirely invoiced to the customer.

Any damage to the furniture or the equipment established after the customer has left will be assessed and invoiced to the customer.

Advice :

The customer will no bring any drink from outside without the hotel management giving leave to do so.

Accepted credit cards :

CB, Visa, Euro Card, MasterCard, American Express (minimum amount of 50 euros for Amex).

Extras :

Minibars are checked before arrival and after the customer has left.

Any undeclared extra (such as minibar or telephone) when settling the payment of the stay will be invoiced to the customer, even after leaving.

Arrival and departure :

Rooms are available from 16h00 and must be left before 11H30.

By confirming the booking, the customer is committed to accept and respect these general sales conditions.

We thank you for your attention and your understanding.

The Château de Salettes team.