

General Conditions of Sale

CONDITIONS OF RESERVATION

The reservation becomes effective only with the agreement of the hotel Savel, after receipt of the deposit and after receipt of the booking contract duly completed and signed, or after acceptance of the general conditions of sale when booking online. If we do not accept the contract within the requested duration, the offer loses its validity.

Minors must be accompanied by their parents or legal guardians.

The number of people mentioned per accommodation in our rates and on the reservation corresponds to the maximum occupancy allowed considering the available equipment. It can not be exceeded for reasons of security and insurance.

RATES

Our rates are inclusive of all taxes, except the tourist tax and extras. All our prices are expressed in euros, are valid for the season 2019 and correspond to one night. Any service not consumed as part of a package, can not be subject to a refund. The age of the children is calculated in relation to their birthday and the start date of their stay. An official document justifying the age of the children can be requested at the beginning of the stay

CONDITIONS OF PAYMENT

Any reservation will be considered as definitive as receipt of requested deposit. A deposit of 40% of the total price of the stay must be paid upon booking at the Savel Hotel. No fees.

Upon receipt of payment your reservation will be confirmed firmly. Thank you to keep your bill estimate. On your arrival thank you for presenting with this one.

We accept the following payments: bank transfer, checks, credit card (Visa and Mastercard)

YOUR STAY

The rooms are available to the client from 15h. In case of late or delayed arrival, the guest must notify Hotel Savel.

The hotelier has the freedom not to receive customers whose attire is indecent and neglected, customers with noisy or incorrect behavior, customers whose behavior is contrary to morality and public order.

DURING YOUR STAY

It is recommended not to leave valuables in the accommodation and to close the doors of the accommodation during your absence. We accept no responsibility for the theft or loss of your personal belongings within your accommodation in our structure. We ask you to respect the places, the plantations as well as the cleanliness of the hotel and, not to touch the automatic watering and external lighting. In case of problem, the customer will have to incur civil liability. During your stay, a key will be given to you allowing you free access to your room ; in case of loss, the repair will be charged at the current rate. We remind you that the ban on smoking has been in effect in all public places since January 2, 2008. It is also absolutely forbidden to smoke in the rooms for obvious reasons of safety and comfort.

Guests are required, where applicable, to comply with the instructions, remarks and instructions of Savel Hotel staff and attendants. It is imperative to monitor children constantly and effectively, including on playgrounds. Unaccompanied children can not visit the Park. Access to the river is the responsibility of everyone. For children that of parents. Bathing is unsupervised or prohibited, it is at the risk of our guests.

DEPARTURE

On the day of departure, the rooms must be vacated no later than 11:00. You are expected at the reception for the last formalities and the delivery of the keys. For any delayed departure, you may be charged an additional day at the current night price. Payment for all services must be made at the hotel reception upon departure. All services booked and ordered on site are due.

ANIMALS

Pets are not allowed at the hotel, we thank you for your understanding.

GIFT VOUCHERS

gift vouchers are not refundable. gift vouchers are valid for 1 year. They are usable according to our availability.

CANCELLATION AND CHANGES TO YOUR STAY

Any cancellation or modification of stay must be notified by letter or email addressed to the hotel Savel.

-more than 30 days before arrival: refund of deposit with a booking fee of 50 €

-15 days to 30 days before arrival: 50% down payment

- less than 15 days before arrival: no refund - no show on the day said: the deposit is lost and the overall value of the stay is due to the hotel as a cancellation fee

Any requested modification of the number of people or family composition must be validated by our services within a minimum of 7 days prior to your arrival date. It may be subject, if necessary, to additional invoicing. Any reduction in the duration of your stay is considered a partial cancellation and will be subject to the terms of cancellation and interruption of stay.

Any request to increase the length of your stay will be made according to availability and according to the rates in force.

UNUSED BENEFITS

Delays on arrival or early departures can not be refunded.

CANCELLATION BY HOTEL SAVEL

In case of cancellation by the hotel Savel, except in cases of force majeure, the stay will be fully refunded. However, this cancellation can not give rise to the payment of damages.

RULES OF PROCEDURE

The guests are bound to respect the guidelines imposed by the hotel Savel in its rules of procedure. Any stay entails the acceptance of the special conditions and the rules of the hotel. In case of non-compliance with the rules of procedure, Hotel Savel reserves the right to exclude persons accommodated from the site without any refund of the services booked.

CLAIM

Any complaint relating to a stay must be sent by registered letter with A.R. within 30 days following the stay to the following address: Savel Hotel, 38 route des brasseries, F-07120 Ruoms

To enable us to improve our customer service, a Quality questionnaire will be proposed to you so that you can let us know your comments and suggestions about your stay.

www.hotel-savel.com Hôtel Savel, 38 route des brasseries 07120 Ruoms
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