

## General Condition of Sale : Le Castillan - Alpe d'Huez

These conditions are applicable to all sales made with hotel Le Castillan, 268 route de la Poste, 38750 Alpe d'Huez, France. Consequently, the customer Acknowledges having read this general conditions of sale and undertakes to respect them.

These conditions of sale are modifiable at any time, and the conditions applicable will be those in effect on the date of the booking.

### Art.1 - Prices :

The prices shown are in euros and include the VAT applicable on the day of booking.

Any change in the applicable rate, or any modification or introduction of new legal fees by the competent authorities, will automatically be reflected in the prices indicated on the invoice date.

Rates are per room for the number of people indicated and according to the selected period and do not include services (unless stated otherwise).

The municipal tourist tax of 1.70 € per day and per person (over the age of 18) is not included in the price and must be paid directly on site.

Some services may be subject to a surcharge and are subject to change without notice, in no way binding on the hotel.

No stay booked before the establishment of a promotional offer will be refunded, even partial.

### Art. 2 - Bookings et Payments :

Reservations are made by telephone, by post or by e-mail, or online at [www.castillan.fr](http://www.castillan.fr).

The reservation will be effective only if the customer is guaranteed by either giving a credit card number with validity date or by deposit, and after receiving a detailed booking confirmation.

All services will be paid directly to the hotel (exceptions for prepaid reservations at the time of booking).

The hotel reserves the right to refuse any reservation in case the information provided is incorrect or incomplete.

All reservations without exceptions will be payable in Euro only.

The Hotel Le Castillan accepts Visa, MasterCard and American Express credit cards, bank checks, bank transfers, holiday checks and has a secure reservation system that protects and encrypts all the sensitive data sent to the reservation, disclosure to a third party.

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Upon registration of the reservation, a debit authorization of the credit card will be made. This will be done for informational purposes, and will under no circumstances be a debit of the account except in the following cases:

- Promotional offer non cancellable and non-refundable.
- If the credit card is no longer valid on the date of arrival.
- If the arrival date is later than 90 days from the booking date.

The customer is solely responsible for his choice of services according to his needs, so the responsibility of Hotel Le Castillan can not be sought on this point.

### Art.3 - Case of Force Majeure :

Force majeure shall mean any event outside the parties which is unpredictable and insurmountable and which prevents the customer in the performance of the trip or the hotel in the performance of his services from performing all or part of the Obligations under the contract. This will apply in particular to the strike of means of transport, hotel staff, governmental or public riots and natural disasters.

### Art.4 - Modification & Cancellation of Stay :

Any modification or cancellation of the reservation must be requested by postal or electronic mail, or by phone at the following address :

*Hôtel Le Castillan  
268, route de la Poste  
b.p. 08  
38750 Alpe d'Huez - France*

*alpedhuez@castillan.fr*

*+ 33 . 476 . 803 . 451*

The application will not become effective until the Hotel Le Castillan has confirmed its acceptance by e-mail or, if necessary, by postal mail.

In case of modification or cancellation of stay, the following conditions apply (except in cases of force majeure) :

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To confirm a reservation, we ask for 30 % of the total amount of the stay in deposit.

When the cancellation occurs :

- More than 15 (fifteen) days before arrival, we refund the entire deposit.
- Between 15 (fifteen) and 7 (seven) days before arrival, we refund only 50% of the deposit.
- Less than 7 (seven) days before arrival, we do not refund the deposit anymore.

If canceled or modified later or in case of no-show, the first night will be charged.

Any stay begun is entirely due.

For reservations made via the website of our partners (booking.com, alpedhuez.com, ...) the cancellation must be made via this site. The cancellation policies that apply are then partner specific and may differ from those of the Hotel Le Castillan.

In case of an extended stay, the customer must inform the reception of the hotel at 10:00 am at the latest on the day of the planned departure, in order to know the availabilities.

### Art.5 - The Hotel & the Services :

The breakfast rate applies to non-resident guests, and is offered to all our residents. This will not in any way be deducted from the price of the stay if it is not consumed.

For reasons of safety and hygiene, our friends pets are not allowed in the establishment.

The rooms are available from 3 pm and must be vacated by 11 am on the day of departure. An additional night may be charged if the departure time is not respected. In case of arrival after 22:00, the reception must be notified.

The guest accepts and agrees to use the room as a family man. Any behavior contrary to good morals and public order will cause the hotelier to ask the customer to leave the establishment without any compensation and without any refund if a settlement has already been made.

### Art.6 - Dislocation :

In case of unavailability of the Hotel Le Castillan or in case of force majeure, the latter reserves the possibility of having the client totally or partially accommodated in a hotel of equivalent or superior category, offering services of the same nature. The transfer will then be at the expense of the hotelier who can not be searched for payment of any additional compensation.

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### Art.7 - Complaints :

Any complaint must be addressed to the Hotel Le Castillan by registered letter with acknowledgment of receipt, within 15 days of the departure of the stay which is the subject of the said complaint. After this deadline, no complaint can be taken into account.

The Hotel Le Castillan keeps objects found / forgotten for 356 days. After this period, a customer can no longer claim a lost item and the hotel is free to get rid of it.

### Art.8 - Database & Freedom :

In accordance with Law 78-17, known as data processing and freedoms, customers are advised that their reservation is the subject of a computerized nominative treatment. Users have the right to access and rectify the data entered, which is exercised at the registered office :

*Hôtel Le Castillan  
268, route de la Poste  
b.p. 08  
38750 Alpe d'Huez*

It is specified that this information is not communicated to third parties.

Hotel Le Castillan offers wireless internet access.

The customer-user undertakes to ensure that the computer resources available to him are not used in any way for the purposes of reproduction, representation, making available or communicating to the public works or objects protected by Copyright, neighboring rights such as texts, photographs, audiovisual musical works, software and video games, without the authorization of the holders of the rights provided for in Book I and II of the Intellectual Property (French) Code when this authorization is required.

Hotel Le Castillan has equipment for recording the routing of data streams and would be obliged to provide a copy to the competent authorities in case of piracy.

Le Castillan has a video surveillance system in the common areas of the building as well as outside access.

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### Art.9 - Responsibilities :

The hotel declines all responsibility in the event of theft, loss, degradation of belongings belonging to customers during their stay.

The customer shall be held liable for any damage, degradation or vandalism that may occur as a result of the occupancy of the premises and / or the fact of the participants and / or the staff for whom he is responsible, Movable, decoration and real estate belonging or not belonging to the hotel. As a result, Le Castillan can ask the customer to leave the establishment without any compensation and without any refund of the stay in progress and to reimburse the damages caused by these acts.

### Art.10 - Applicable Law :

These General Terms and Conditions of Sale are governed by French law.

This is true of substantive rules as well as rules of form.

Disputes shall be within the exclusive jurisdiction of the French courts.