



## Sales Conditions

**I. 1.** The Hotel guarantees an individual booking until 3.00 pm, except a late arrival. The room booking is from 3.00 pm to 11.00 the day after. For any booking, the hotel is allowed to use a pre-authorization on the bank card given as guarantee to verify the solvency of this one. On no account this measure represents a standing order. An account of 30 % of the total amount can be asked, If the whole aims at 500.- Euros. To confirm definitively the booking, the Hotel commits to sending a firm booking confirmation by mail or email. **2.** In case of a partial cancellation from 24 hours to the arrival day, the Hotel is allowed to charge the amount of the services you booked for the first night from the credit card given. In case of a total cancellation more than 24 hours before the arrival, the booking will be without any fee. **3.** In case of a total cancellation from 24 hours to the arrival day, the Hotel is allowed to charge the amount of the services you booked from the credit card given. **4.** In case of non-availability of the reserved Hotel, or in case of force majeure, the Hotel saves itself the possibility of making accommodate totally or partially the customer in a hotel of equivalent category for services of the same nature. All the expenses implied by the transfer staying chargeable to the reserved Hotel, which cannot be looked for in payment for any complementary compensation. **5.** In application of the regulations in force in different countries and further to the forgeries and the repeated thefts, he can be asked to the customer, upon his in the Hotel, to fill a form that must be available for the authorities (presentation of an ID card of current validity). **6.** The city tax, 1.70 Euros per day and per adult, is compulsory and is put back in the State by the hotel. **7.** The Hotel reserves the right to attribute to the customer a double or a twin bed room according to the availability. If the Customer has a requirement on this matter, he will have to indicate it to the reservation. **8.** The Hotel cannot have for person in charge in case of theft, loss or deterioration of luggage of the customers, stored in the common parts of the Hotel, in the room or in the car on the parking **9.** The Hotel reminds to the guests that it has the right to charge the credit card given as a guarantee for the total price of the invoice and replacement of items, furniture or equipment broken, cracked, cheapped, damaged or stolen. If the guests decide to smoke in the room even though it is forbidden, the Hotel is allowed to charge the rate of the room booked to deodorize the room for the next guests.

**II.** A space dedicated to the relaxation welcomes you every day from 9.00 am to 8.00 pm. The vineaSpa access is offered for a 60' period for all holiday bookings ( in advance booking recommended). The swimsuit is compulsory. Our beautician professional team proposes care spa (everyday from 10.00 am to 10.00 pm). It is essential to make appointment in advance to guarantee you the best service. The spa reserves the right to organize the hours of the cares during the stay at le Richebourg Hotel\*\*\*\* Restaurant & Spa. The appointments given at the booking can be modified upon the Institute's availabilities. It is impossible to change the cares included in the packages. Every booked care cancelled less than 48 hours before your arrival will be charged. For any booking of (a) care(s), the spa reserves the right to ask to the customer a credit card number for the guarantee.