



## General Sales Conditions

### Booking-deposit :

Your stay will be confirmed only once we will have received a deposit equal to **30 % of the total amount of the stay**. The deposit paid will be deducted from your final bill.

If you modify the duration of your stay, the deposit paid will be kept.

### Balance :

The balance must be paid **1 month** before your arrival date.

If you have paid the deposit with a credit card, you authorize us, SAS CROCUS, to debit the balance, on the same credit card 1 month before your arrival.

### Cancellation Policy :

#### **For a cancellation more than 30 days before your arrival :**

- the deposit already paid will be refunded or kept by the hotel for 18 months to be used for a new booking (due to COVID-19 measures). If you do not use this deposit in the next 18 month, it will be lost.

#### **Cancellation less than 30 days before your arrival :**

- the deposit paid will be kept by the hotel

*In special cases with presentation of proof (disease, strike, incident...), we will accept to look at your request, but we cannot confirm that we will accept a cancellation without any fees.*

### Sanitary crisis :

Once you have accepted a booking with us, you do have accepted our general sales conditions.

In case of new sanitary measures from the French government (lockdown...), we will refund you the deposit or you will be able to use this deposit later.

### No-show :

Should guests fail to show up for their booking and without previously cancelling according to the above terms: 100% of the total booking amount will be due.

### Check-in/Check-out :

Arrival day : the chalet will be available **from 5.00 PM**.

Regarding a late arrival, after **10.00 PM**, please contact us in order for us to organize your arrival.

Departure day : the chalet must be vacated by **10.00 AM**.

### Pets :

Pets are welcome as long as they remain on a lead in public areas and are not left alone in the room during the day.

Supplement : 12 EUR per day and per animal.

Please note that in winter, when the garden is snow covered, it's not closed.

**Important information :**

Party are prohibited within the chalet. We are allowed to not allow you to use the fireplace.  
Smoking is prohibited inside the chalet and flats.

**City taxes :**

City taxes have to be paid at the same time as the balance. (1 month before your arrival)  
City taxes : 2 EUR per day and per adult (from 18 y.o)

**Consumption meditation :**

According to article L.612-1 of the consumption law, it is recalled that “all consumers has the right to freely use a consumer ombudsman in order to amicably resolve the litigation which brings in conflict with a professional. To achieve this, the professional guarantees to the consumer an effective remedy to consumption mediation device”. Regarding this, Les Chalets de la Griyotire, offers to theirs consumers customers, concerning litigation that would not have been resolved amicably within 60 days, services of a consumer mediator: <http://www.mediationconso-ame.com/hotellerie-restauration>. It is recalled that mediation is not obligatory but only proposed in order to solve a litigation avoiding recourse to justice.

**Withdrawal period :**

According to article L221-28 12th the right of withdrawal may not be exercised for contracts [...]of services of accommodation, other than residential accommodation, transport of goods services, car rental, catering or leisure activities that should be provided with a specific date or period.

**Personnal data :**

Any services will be subject of a registration accessible by the customer on request with the following address : [hotel@griyotire.com](mailto:hotel@griyotire.com) According to the Law 78-17 “Data processing and freedoms” of the 6th of January 1978 modified, customers have a right of access, of rectification and opposition to personal data processed about them. The customer can also refuse the treatment, solicit a limitation or request the suppression (within the limits of the legal durations of conservation) of personal data. This right can be exercised on simple written request to [hotel@griyotire.com](mailto:hotel@griyotire.com) who will answer to the made requests. The purpose of the processing of the personal data collected corresponds to the obligations relating to the services conducted (customer management, business development...)