

General Terms of Sale 2022 – LA CHAMBRE D’AMIENS INDIVIDUALS

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1. Preamble

The Hotel La Chambre d’Amiens is a simplified corporation, licensed to the Register of Companies under the number RCS Amiens 811 815 802 5510Z. The headquarter is located 1 avenue de l’hippodrome 80000 AMIENS - France, but entrance is on rue Colbert. The intracommunity VAT number is FR 33 811 815 802.

The hotel of 25 rooms has 3-stars according to the Atout France hotels classification and has joined the voluntary chain LOGIS with a « LOGIS COSY » classification (<https://www.logishotels.com/fr/nous-decouvrir/experiences-logis/experiences-a-l-hotel>). The Hotel also manages the furnished rentals in the adjacent building.

2. Definitions

The “Hotel” designate La Chambre d’Amiens and all of its representatives.

The “Client” designate the client or its representative, together with the occupants of the rooms for whom the reservations have been made. Any Client acknowledge being able to contract, meaning being of age and not being under guardianship or curatorship. The Client must be legally authorized to represent the contracting company.

The “Sales supports” designate all the means the Client has to book and/or pay its hotel room: reception desk, phone, email, OTA, agency, website... and any other commercialization mean of the rooms known or unknown to the Hotel to this day.

The « GTS » designate the General Terms of Sales established for individuals.

3. Object

The present GTS designate the rights and obligations of both parties as part of a distance reservation or directly to the Hotel.

They regulate all the necessary steps for a booking and the follow up between the contracting parties. The Client acknowledge to have read and accepted the GTS described below.

4. Scope of application

The present GTS apply to sales operations signed by the Hotel with individuals. An individual can book up to 5 rooms. For more, the GTS for groups apply.

The GTS are part of the sale agreement and any booking request entail their unconditional acceptance as a whole.

5. Prices

Prices are in Euros. VAT is always included. They are per room for the mentioned date.

Prices include only the services mentioned on the booking. All extra provided during the stay will be added on the invoice together with the city taxes. (In 2022 : 0,80€/person/day pour les meublés et 1,20€/person/day pour les chambres d'hôtels).

Applicable prices are the current price on the day of the booking. The Hotel can vary its prices at any time. Also the price on a sale support is applicable only for bookings made during its display. Only the price indicated in the booking confirmation is contractual.

The city tax is paid directly to the Hotel. It is usually not included in the estimate. Any modification of the city tax or the VAT will impact on the price, but the Hotel cannot be held responsible for this change.

6. Booking conditions

In order to guaranty its booking, the Client has to communicate its credit card number, or send a 30% deposit (deposit has to be received at least 48 hours prior arrival). In case of a booking of 3 nights or more, the 30% deposit is asked from the day reservation is made with the credit card number for the guarantee.

Deposit can be paid directly to the Hotel with:

- credit card
- bank transfer
- cash

Booking is definitive once the Hotel has the guaranty and the Client received the Hotel confirmation.

7. Modifications

Any request to make a change in a booking has to be made directly to the Hotel, either by phone or by email.

Addition/Modification of rooms or services can lead to a change of rate depending on availabilities, and the removal of a room is possible in accordance with our cancellation policy.

The modification is definitive only after the Hotel has sent a confirmation of the modification.

Rooming list modifications are possible within availability, up to 2 days prior arrival.

8. Cancellation

- up to 48 hours prior arrival cancellation is free
- after that, the first night will be charged

The cancellation is definitive only after the Hotel has sent a confirmation of the cancellation.

The date the hotel received the cancellation request will be the selected date for the cancellation.

For cancellation of booking made through OTA or other partner, their cancellation policy applies.

In case of a no-show without cancellation, the first night will be charged for each room booked and the following nights, if applicable, will be cancelled and relisted.

9. Payment

The Client gives its credit card details as a guaranty but the payment is made directly at the Hotel by bank card (Visa, Mastercard, American Express..), cash, chèques Logis for the members of the LOGIS reward program.

In some cases, payment can be made online as part of a special offer which can be non-modifiable and/or non-cancellable. According to the article L121-21-8 of the Consumer Code, the right of withdrawal provided for article L121-21 doesn't apply. This measure is considered case by case and isn't the usual process, the Client would be informed at reservation.

At check-in, after 7pm, a preauthorization of 3 times the amount of the night can be made as a credit checking.

If the debit is made in a currency different than the confirmation, change fees will be payable by the Client. Any booking, no matter its origin, will be paid in the Hotel currency.

10. Check-in

It is asked to the Client to arrive from 3:00pm and before 10.30pm or warn the Hotel in case of a late arrival or if you want to ask for an early arrival (depending on availabilities).

On arrival, an ID will be asked. The Hotel must know the identity of guests. In accordance to the law, the foreign Client can be asked to fill a policy form.

A credit card number and/or a prepayment can be asked.

Rooms are available from 3.00pm and have to be freed by 12.00 pm. After that, an extra night will be charged.

11. Children

Children are considerate as Clients in their own right. Parents can bring a spare folding bed for children under 4 or the Hotel can lend one for an extra cost of 6€/bed/night.

Breakfast is free for children under 4. It cost 6€ for children between 5 and 12.

12. Animals

Small pets are welcome for an extra cost of 6€/animal/day.

13. Wi-Fi

The Hotel offers a Wi-Fi connection in accordance to the legal obligations. The Client commit that use of the Hotel resources will not be used for reproduction, representation or public communication of artist work protected by copyright, such as texts, images, music...

14. Behavior

The Client accept and commit to using the room reasonably and to respect the Hotel internal rules. Any behavior contrary to common decency and public order or disrespect of one of those rules will lead to the Hotel asking the Client to leave the premises without compensation or reimbursement. In the case no payment has been made, the Client will have to pay for the nights he stayed before leaving the Hotel.

The Hotel is entirely non-smoking. For the respect of the equipment and well-being of other Clients, it is strictly forbidden to smoke in the common areas or the rooms (except balconies and terraces). The Hotel may charge up to 500€ for the cleaning in case of any violation.



Any behavior leading to degradations in the room or other Hotel properties will be charged to the Client in order to rehabilitate the damaged areas and the Hotel will fill a complaint.

The "souvenirs" stolen or damaged by the Clients will be charged and subject to a complaint:

- dishes or cutlery: 5€ per item

- towels: 20€ per item
- bed linen: 30€ per item
- room equipment (courtesy tray, phone, luggage holder, remote control...): 60€ per item
- TV, furniture or other decoration element: 600€ or more depending on the reparation or replacement cost.

Any damage will be the subject of a complaint and invoiced for the costs necessary for repairs and/or replacement.

15. Reclamations

Any reclamation has to be made to the Hotel within 30 days after the check-out date.

16. Force majeure

The force majeure describes an extraordinary event or circumstance beyond the control of the parties, or an event described by the legal term act of God, which prevent the Client or the Hotel to ensure the contractual obligations.

In case of such an event, the parties are freed from their obligations and cannot be held responsible for the resulting fees, which are payable by each party.

17. Dislodgement

In case of other exceptional event that would prevent the Hotel from providing a room to the Client, the Hotel may relocate the Client for part or the whole stay in another hotel of the same category with the same services without prior acceptance of the Client. The transportation between the hotels will be paid by the Hotel.

In case of force majeure, the Hotel is not responsible for the dislodging/relocation.

18. Data protection act

In accordance with the law L.78-17 of January 6th 1978, the Client is informed that the personal information communicated to the Hotel are subject to computer processing through the different reservation means, who have been declared to the CNIL.

19. Applicable law

Any dispute, reclamation related to the booking conditions of a hotel room is subject to the French law and will be brought to the criminal court of Amiens.