

General Terms of Sale 2024 – LA CHAMBRE D’AMIENS PROFESSIONNALS / GROUPS

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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 renewed in 2022 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” designates La Chambre d’Amiens and all of its representatives.

The “Client” designates 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 groups and professionals.

3. Object

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

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.

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4. Scope of application

The present GTS apply to sales operations signed by the Hotel with groups or professionals, that is for any booking of 6 rooms or more or as 6 nights for one room.

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, if applicable. (City taxes 2022 : 0,80€/person/day for the rentals, 1,40€/person/day for the hotel rooms).

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. Conditions of reservation

Bookings for groups or professionals can be made directly to the reception desk, by email (contact@lachambredamiens.com), by phone (+33 3 22 22 50 50) or by other direct sale support.

The estimate and options are valid for **15 days**. The options can be renewed for another 15 days if the availability of the hotel allows it. The Hotel request a 30% deposit or prepayment in order to confirm the booking. That amount is indicated on the price quote.

The deposit is to be sent in the below time limits:

- 30% on estimate signing
- 30% 15 days prior arrival
- balance on arrival

Any deposit can be refund only according to the cancellation policy.

Deposit or prepayments can be made either:

- by credit card
- by bank transfer
- by cash
- by bank check

In this case, the reservation will be confirmed after the Hotel receive the deposit, within the time limit.

Once the estimate is validated, it is asked to provide a rooming list **8 days prior arrival at the latest**. **The Hotel sends the customer a version of its rooming-list applied to its schedule for signature to the customer.**

The Hotel has the right to take credit card number for proof of guarantee.

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The Hotel can refuse a reservation that has not been made following the above procedure.-

The reservation is firm and confirmed after the deposit is received and the confirmation has been sent to the Client.

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 16 days prior arrival, cancellation is free
- between 15 days and 5 days prior arrival, 50% of the total amount will be charged
- 4 days or less prior arrival, 100% of the booking 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.

9. Payment

In general, the rooms and services are paid directly to the hotel on arrival. The payment can be made by credit card, bank transfer or cash. Cheques can be accepted with the Hotel acceptance. A payment 15 or 30 days after check-out can be organized with acceptance of the Hotel, after the Client filled in an account opening form and the solvability of the Client has been verified.

In this case, administration fees of 3% of the total (VAT included) will be charged. Without this option between the Hotel and the Client, 15% late charge up to 15 days, 30% for 16 days or more.

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 03:00pm and before 10.30pm or warn the Hotel in case of a late arrival or other question about an early or late arrival.

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 cot for children up to 4 years old or the Hotel can rent one for an extra cost of 6€/bed/night.

Breakfast is free for children under 4. It cost 7€ for children between 5 and 12 years old.

12. Animals

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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 and non-vaper. 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 subject to a complaint and charged as below:

- Dishes or cutlery: 5€ per item
- Towels: 20€ per item
- Bed linen: 30€ per item
- Room equipment (courtesy tray, phone, luggage holder, remote control...): 80€ 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.

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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. Tourisme Mediator and 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.

IN CASE OF DISPUTE: Online dispute resolution for EU purchases:

<https://entreprendre.service-public.fr/vosdroits/R48100>

CONTACT THE MEDIATOR FOR TOURISM AND TRAVEL:

<https://www.service-public.fr/particuliers/vosdroits/R46367>

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