

General Terms and Conditions of Sale 2025 – LA CHAMBRE D'AMIENS PROFESSIONALS/ GROUPS

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1. Preamble

The Hotel La Chambre d'Amiens is a Simplified Joint Stock Company, registered in the Trade and Companies Register under the RCS Amiens 811 815 802 5510Z number whose head office is at 1, avenue de l'hippodrome 80000 AMIENS - France, and whose intra-community VAT number is FR 33 811 815 802. The entrance is by Rue Colbert.

The 25-room hotel has 3 stars according to the classification of Atout France tourism hotels renewed in 2022 and integrated the voluntary chain LOGIS with a classification «LOGIS COSY» (<https://www.logishotels.com/fr/nous-decouvrir/experiences-logisces-a-l-hotel>).

The hotel also manages 2-star Furnished Tourism in the adjoining building.

2. Definitions

The “Hotel” means the Hôtel La Chambre d’Amiens and its representatives.

The “Client” means the Client or his representative and all occupants of the rooms for which the reservations were made. Every Client acknowledges that he has the capacity to contract, that is to say, he is of legal age and is not under curatorship or guardianship. The Client shall have the legal right to representation of the contracting company.

The «Sales Support» means all the means that the Customer has to book and/or pay his hotel room: reception desk, telephone, e-mail, OTA, agency, website, online distributor... and any other means of marketing the Hotel's rooms known or unknown to date.

The “GTC” refers to the General Terms and Conditions of Sale established for groups and professionals.

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3. Subject

These general conditions define the rights and obligations of the parties in the context of the reservation à distance or direct from the Hotel , either for rooms , or for furnished tourism.

They govern all the steps necessary for the reservation and the follow-up of the reservation between the contracting parties.

The Customer acknowledges having read and accepted the GTC presented below.

4. Scope of application

These General Terms and Conditions of Sale (GTC) apply to sales transactions concluded by the Hotel with groups or professionals either from a minimum 6 room reservation or from 6 nights for the same room.

The GTC are an integral part of the sales contract and the reservation request implies the full and unreserved acceptance of their provisions.

5. Price

Prices are in Euros. VAT is always included. The prices shown are per room and on the selected date.

The prices shown include only the services strictly mentioned in the reservation. The price mentioned in the reservation will be added, when invoicing, the additional services provided by the hotel during the stay and, if applicable, the tourist tax. (In 2025: 1 €/ person/ day for furnished and 1.50 €/ person/ day for hotel rooms)

The applicable prices are those in force on the day of booking. The hotel is free to vary its prices at any time. Also, the price displayed on a sales medium is valid only for orders taken during its display period. Only the price indicated in the booking confirmation is contractual.

The tourist tax is to be paid directly at the hotel. It is not included in the price shown. Any change in the tourist tax or VAT will affect the rate, but the hotel cannot be held responsible for this change.

6. Booking conditions

Group and professional bookings can be made directly at the reception, by e-mail (contact@lachambredamiens.com), or by phone (03 22 22 50 50).

The quote and options on dates are valid for **15 days**. Options can be renewed for a further period of **15 days** if the availability of the hotel allows it. The hotel requires a deposit of 30% of the total cost of the stay or a prepayment to guarantee the reservation. This amount is indicated on the quote.

The deposit is to be sent within this same period as follows:

- 30% upon signature of the quotation
- 30% : 30 days before arrival
- Balance on arrival of group

Any deposit paid may be fully or partially recovered only according to the cancellation conditions in force.

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It is to be paid directly to the Hotelier by these means:

- either by credit card
- either by transfer
- either in cash
- or by bank cheque

The reservation will be confirmed only after the hotel has received the first deposit within the indicated period.

Once the quote is validated, it is requested to provide a rooming-list (list of room occupants) to the hotel at the latest 8 days before the stay. The hotel sends the client a version of its rooming list applied to its schedule for signature to the client.

The hotel reserves the right not to accept a group or professional reservation that has not been subject to the booking process described above.

The hotel reserves the right to ask for a credit card as guarantee (credit card which will not be used for payment).

The reservation is firm and definitive only upon receipt of guarantees by the Hotel and the sending of a confirmation to the Customer.

7. Amendments

Any request for modification of a reservation must be made directly with the hotel, either by phone (03 22 22 50 50) or by e-mail (contact@lachambredamiens.com).

The addition/modification of rooms or services may increase the rate according to availability and a room cancellation will be possible according to the cancellation conditions.

The reservation change is firm and definitive only after receipt of confirmation of the change.

Changes to the rooming-list are possible subject to availability and up to **2 days before arrival**.

8. Cancellation

- Up to 16 days before arrival, total cancellation is free of charge
- Between 15 days and 5 days before arrival, 50% of the total booking is charged.
- From 5 days before arrival, 100% of the amount will be charged.

The cancellation of a reservation is effective upon receipt of an **e-mail from the hotel confirming this cancellation**.

The date of receipt of the cancellation request (by e-mail, letter, telephone) will be the date for cancellation.

9. Payment

In general, the payment of all services is made directly to the hotel during the stay. Payment can then be made by credit card, bank transfer or cash. Cheques can be accepted with the agreement of the hotel. A 15 or 30 day billing can be set up with the agreement of the Hotel after the Customer has completed an account opening document and after credit check with an approved organization.

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In case of setting up a billing at 15 or 30 days, a file management fee of 3% of the total invoice TTC will be charged. Without setting this billing delay, a penalty fee of 15% of the invoice amount including taxes up to 15 days late and 30% beyond.

If the debit at the Hotel is made in a currency other than that confirmed on the reservation, the exchange costs are the responsibility of the Customer. All bookings, regardless of origin, are payable in the local currency of the Hotel.

10. Arrival

The Client is requested to arrange an arrival at the Hotel from 3 pm and before 10.30 pm and to notify the Hotel in case of late arrival and/or request for arrival before 3 pm (depending on availability).

Upon arrival at the hotel, the Client will be asked to present a piece of identification. The hotel must know the identity of the guests. In accordance with the regulations in force, the foreign Client may be required to complete a police card.

Rooms are available from 15:00 and must be vacated by 12:00. After this time, the cost of an additional night will be charged to the Client.

11. Children

Children are considered full-fledged Customers. Parents can bring a cot for children under 4 years old, or the hotel can provide one at an additional cost of 6€/bed/day.

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

12. Animals

Small pets are accepted at the hotel for an additional fee of 9€/animal/day.

13. Wifi

The hotel offers free Wi-fi in accordance with legal requirements. The Client undertakes that the computer resources made available to him by the Hotel are not used in any way for reproduction purposes, representation, making available or communicating to the public works or objects protected by copyright or a related right, such as texts, images, photographs, musical works...

14. Behaviour

The Client accepts and undertakes to use the room reasonably and to respect the internal rules of the Hotel. Also any behavior contrary to morality and public order, or non-compliance with the said regulation will lead the Hotel to ask the Customer to leave the establishment without any compensation and or no refund if a payment has already been made. In the event that no payment has yet been made, the Client will have to pay for the nights consumed before leaving the establishment.

The hotel is non-smoking and non-vapoteur. For the well-being and respect of the facilities and other guests, smoking is prohibited in common areas as well as in the rooms (except balconies and terraces). In case of non-compliance with this prohibition, the hotel reserves the right to charge an amount of 500€ corresponding to the cleaning costs of the room.

Any behaviour that leads to damage to the room or any other public area of the hotel will be rebilled to the customer in order to restore the affected premises.

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The objects "souvenirs" taken away or degraded by the Clients will be subject to a complaint and will be invoiced in the following way:

- dishes and cutlery: 5€ per item
- Toiletries: 20 € per item
- bed linen: 30 € per item
- room facilities (reception desk, telephone, luggage rack, remote control...): 80€ per item
- television, bedding or other room equipment and decorations: 600€ or more according to repair bill or replacement or repair.

Any damage will be subject to a complaint and charged in the amount of the costs necessary for repairs and/ or replacement.

15. Claims.

Any complaint must be made and transmitted to the hotel within 30 days from the end of stay.

16. Force majeure

Force majeure means any event external to the parties and having an unforeseeable and insurmountable character that prevents either the Client or the Hotel from ensuring all or part of the obligations provided for in the contract.

This is the case in particular in the event of a strike, insurrection or riot, or prohibition imposed by government or public authorities.

It is expressly agreed that force majeure suspends the parties from fulfilling their obligations to each other and that each party bears the costs arising therefrom.

The Clients will bear only the additional costs that may be incurred to allow the continuation of the trip, following the occurrence of a case of force majeure.

17. Evicted

In case of exceptional event or impossibility to put the room/s reserved. s available to the Customer, the Hotel reserves the right to host the Customer in whole or in part in a hotel of equivalent category, for services of the same nature and without prior agreement of the Customer. The hotel will bear the additional costs of transport between the two hotels.

In case of force majeure, the hotel is not responsible for the removal.

18. Computer and Freedoms

Pursuant to Act L.78-17 of 6 January 1978, the Client is informed that the nominative information communicated to the Hotel La Chambre d'Amiens is processed electronically through the various booking channels which have made the declaration to the CNIL.

19. Applicable law

Any dispute, claim or dispute relating to the terms of booking a stay or a hotel room is subject to French law and brought before the Criminal Court of Amiens.

EN CAS D LITIGATION: Regulation en ligne of litigation for the purchases en UE :

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

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CONTACT TOURISM AND TRAVEL MEDIATOR:
<https://www.service-public.fr/particuliers/vosdroits/R46367>

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