

General Terms and Conditions of Sale 2024 – LA CHAMBRE D'AMIENS SPECIAL

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|------------------------|--------------------|
| 1. Preamble | 11. Children |
| 2. Definitions | 12. Animals |
| 3. Object | 13. Wifi |
| 4. Champ d'application | 14. Behavior |
| 5. Price | 15. Claims |
| 6. Booking conditions | 16. Dislodgement |
| 7. Modifications | 17. Force majeure |
| 8. Cancellation | 18. Personal data |
| 9. Payment | 19. Applicable law |
| 10. Arrival | |

1. Preamble

The Hotel La Chambre d'Amiens is a simplified joint-stock company, registered with the Trade and Companies Register under the number RCS Amiens 811 815 802, NAF code 5510Z, whose registered office is at 1, avenue de l'hippodrome 80000 AMIENS - France, and whose intra-community VAT number is FR 33 811 815 802.

The 25-room hotel is 3 stars according to the classification of Atout tourist hotels France renewed in 2022 and has joined the voluntary LOGIS chain with a "LOGIS COSY" classification (<https://www.logishotels.com/fr/nous-decouvrir/experiences-logis/experiences-a-l-hotel>). The hotel also manages 2-star furnished tourist accommodation in the adjoining building.

2. Definitions

The "Hotel" refers to the Hotel La Chambre d'Amiens and its representatives.

"Guest" means the Guest or his/her representative as well as all occupants of the rooms for whom reservations have been made. All Clients acknowledge that they have the capacity to contract, i.e. that they are of legal age and not that they are under curatorship or guardianship. The Client shall have the legal right to represent the contracting company.

"Sales Supports" refer to all the means that the Customer has to book and/or pay for their hotel room: reception desk, telephone, email, OTA, agency, website, online distributor, etc. and any other means of marketing the rooms of the Hotel known or unknown to date.

The "T&Cs" refers to the General Terms and Conditions of Sale established for individuals.

HOTEL LA CHAMBRE D'AMIENS

1 avenue de l'hippodrome – 80000 AMIENS

RCS Amiens 815 811-802

3. **Object**

These general terms and conditions define the rights and obligations of the parties in the context of the remote or direct booking with the Hotel, either for rooms or for furnished accommodation.

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

The Client acknowledges that he/she has read and accepted the T&Cs presented below.

4. **Champ d'application**

These T&Cs apply to sales transactions concluded by the Hotel with private individuals. A private individual can book a maximum of 5 rooms. Beyond 5 rooms and/or 5 nights for the same room, the group and professional T&Cs apply.

The T&Cs are an integral part of the sales contract and their full acceptance is mandatory before any sale is concluded. The booking request entails adherence to these terms and conditions of sale and full and unreserved acceptance of their provisions.

5. **Price**

The prices indicated only include the services strictly mentioned in the booking. The additional services provided by the Hotel during the stay and, where applicable, the tourist tax will be added to the price mentioned in the booking. (In 2025: €1/person/day for furnished accommodation 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 only valid for orders taken during the duration of its display. Only the price indicated in the booking confirmation is contractual.

The tourist tax is to be paid directly to the Hotel. Any changes to the tourist tax or VAT will affect the rate, but the Hotel cannot be held responsible for this change.

6. **Booking conditions**

In order to guarantee their reservation, the Customer is asked to communicate their credit card number as well as the expiry date on which a pre-authorization of the amount of the stay can be made to ensure their solvency. In the case of a direct booking of more than 3 nights, a deposit (30% of the price of the stay) will be requested at the time of booking in addition to a credit card number.

The deposit will be paid directly to the Hotelier by these methods:

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

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

7. **Modifications**

Any request to modify a reservation must be made directly with the Hotel, either by phone (03 22 22 50 50) or by email (contact@lachambredamiens.com).

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

HOTEL LA CHAMBRE D'AMIENS

1 avenue de l'hippodrome – 80000 AMIENS

RCS Amiens 815 811-802

Requests for modifications may result, if necessary, in the application of the cancellation conditions: an addition/modification of rooms or services will increase the rate according to availability, a room cancellation will be possible within the cancellation conditions period.

8. Cancellation

- Up to 48 hours before the date of arrival, cancellation is free of charge
- Beyond that, the first night will be charged

The cancellation of a reservation is effective upon receipt of an email from the Hotel confirming this cancellation.

The date of receipt of the cancellation request (by email, post, telephone) will be the date chosen for the cancellation.

In the event of cancellation of a booking made on OTAs and partners, the conditions displayed on their media apply.

In the event of a no-show by the guest at the hotel and in the absence of cancellation, the amount of the first night will be charged for each room booked, and the following nights, if any, will be cancelled and may be re-listed.

9. Payment

The customer provides his bank details as a guarantee of the reservation but payment is made on arrival in full. Payment in instalments can be granted for a long stay (5 nights or more).

The accepted means of payment are:

- credit card (Visa, MasterCard, American Express, etc.)
- cash
- Holiday vouchers
- Logis gift vouchers or loyalty vouchers for members of the O'Logis loyalty programme

Exceptionally, online payment may be set up, in particular in the context of promotional offers that may be non-modifiable or non-cancellable. Pursuant to Article L121-21-8 of the Consumer Code, the right of withdrawal provided for in Article L121-21 is not applicable. This measure concerns periods and offers on a case-by-case basis and is not the generality, the customer would be informed of this at the time of booking.

On the day of your arrival, after 7 p.m., a pre-authorization in the amount of 3 times the amount of the night will be taken to ensure the solvency of the account.

If the debit to the Hotel is made in a currency other than the one confirmed on the reservation, the exchange costs are at the expense of the Customer. All reservations, regardless of their origin, are payable in the local currency of the Hotel.

10. Arrival

The Customer is asked to plan an arrival at the Hotel from 3 p.m. to before 10:30 p.m. and to notify in case of late arrival or request for early arrival (subject to availability).

Upon arrival at the Hotel, the Customer will be asked to present an identity document. The Hotel must know the identity of the people accommodated. In accordance with the regulations in force, the foreign Client may be asked to fill in a police form.

The Customer may be asked for their credit card imprint on arrival or a prepayment may be made.

HOTEL LA CHAMBRE D'AMIENS

1 avenue de l'hippodrome – 80000 AMIENS

RCS Amiens 815 811-802

The rooms are accessible from 15:00 and must be vacated by 12:00. After this time, the cost of an additional night will be charged to the Guest.

11. Children

Children are considered as Full Guests. Parents can bring a travel cot for children under 4 years old, or the Hotel can provide one with an extra charge of 6€/bed/day.

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

12. Animals

Small pets are allowed at the Hotel for an extra charge of 9€/pet/day.

13. Wifi

The hotel offers a Wi-Fi connection in accordance with the legal obligations. The Customer undertakes to ensure that the computer resources made available to them by the Hotel are not used in any way for the purposes of reproduction, representation, making available or communication to the public of works or objects protected by copyright or related rights, such as texts, images, photographs, etc. musical works...

14. Behavior

The Guest accepts and undertakes to use the room reasonably. Also, any behaviour contrary to good morals and public order will lead the Hotel to ask the Guest to leave the establishment without any compensation and/or without any refund if a payment has already been made. In the event that no payment has yet been made, the Customer must pay the price of the nights consumed before leaving the establishment.

The Hotel has Internal Rules that the Customer accepts and undertakes to respect. In the event of non-compliance by the Guest with any of the provisions of the said regulations, the Hotel will be obliged to invite the Guest to leave the establishment without any compensation and/or without any refund if a payment has already been made.

The Hotel is non-smoking and non-vaping. For the well-being and respect of the facilities and other Guests, it is forbidden to smoke in the common areas as well as in the rooms (except balconies and terraces). In the event of non-compliance with this prohibition, the Hotel reserves the right to charge an amount of €99 corresponding to the cleaning costs of the room.



Any behaviour that causes damage to the room or any other public area of the Hotel will be subject to a re-invoicing to the Guest in order to restore the affected premises.

"Souvenir" items taken away or damaged by Customers will be invoiced in the following manner and will be the subject of a complaint and will be invoiced in the following manner:⚠

crockery and cutlery: €5 per item

- Towels: 20€ per item
- Bed linen: 30€ per item
- Room equipment (reception tray, telephone, luggage rack, remote control...): 80€ per element
- Television, bedding or other room equipment and decorations: 600€ or more depending on the repair or replacement or repair invoice.

Any damage will be the subject of a complaint and invoiced up to the cost of repairs and/or replacement.

HOTEL LA CHAMBRE D'AMIENS

1 avenue de l'hippodrome – 80000 AMIENS

RCS Amiens 815 811-802

15. Claims

Any complaint must be made and sent to the Hotel within 30 days of the end date of the stay.

16. Force majeure

Force majeure means any event external to the parties that is both unforeseeable and insurmountable and that prevents either the Customer or the Hotel from fulfilling all or part of the obligations provided for in the contract. This is particularly the case in the event of a strike, insurrection, riot, or prohibitions decreed by the governmental or public authorities.

It is expressly agreed that force majeure suspends the performance of the parties' reciprocal obligations and that each party bears the burden of the resulting costs.

In particular, Customers 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. Dislodgement

In the event of an exceptional event or the impossibility of making the reserved room available to the Customer, the Hotel reserves the right to have the Guest accommodated in whole or in part in a hotel of equivalent category, for services of the same nature and without the Customer's prior consent. Additional transport costs between the two hotels are the responsibility of the Hotel.

In the event of force majeure external to the Hotel, the Hotel is not responsible for the relocation.

18. Data Protection

All services will be processed electronically through the various booking channels that have declared it to the CNIL. These recordings are accessible by the Client on request to contact@lachambredamiens.com. In accordance with the amended Law 78-17 "Informatique et Libertés" of 6 January 1978, the Client has the right to access, rectify and oppose the personal data processed concerning him/her. The user may also refuse the processing, request a limitation of it or request the deletion (within the limits of the legal retention periods) of the personal data. This right can be exercised by simple written request to the address mentioned above, which will respond to the requests made. The purpose of the processing of the personal data collected corresponds to the obligations relating to the services provided, i.e. customer management.

18. Tourism Ombudsman and Applicable Law

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

IN CASE OF DISPUTE: Online dispute resolution for purchases in the EU:
<https://entreprendre.service-public.fr/vosdroits/R48100>

REFER THE MATTER TO THE TOURISM AND TRAVEL MEDIATOR: <https://www.service-public.fr/particuliers/vosdroits/R46367>

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