

## GENERAL CONDITIONS OF SALE

These conditions apply to all sales carried out with the hotel Les Grands Montets Hôtel & Spa, 340 chemin des arbérons, 74400 Chamonix-Mont-Blanc (with the exception of group bookings). As a result, the client acknowledges having read these general conditions of sale and agrees to adhere to them. These conditions of sale are modifiable at any time, and the conditions applicable will be those in force on the date the reservation is made.

### **ARTICLE 1 – TARIFFS**

Tariffs are shown in Euros, are inclusive of tax, and take into account the VAT applicable on the day of booking. Any change in the applicable rate, or any modification or introduction of new legal fees introduced by the competent authorities, will be reflected automatically in the prices indicated on the date of invoicing. Tariffs are per room for the number of people shown, according to the selected period, and do not include services (unless otherwise stated). Some services may be subject to a surcharge or eventual modification without prior notice, incurring in no way the hotel's responsibility. No stay booked before the implementation of any promotional offer will be subject to a refund, or even partial refund.

### **ARTICLE 2 – BOOKING AND PAYMENT METHODS**

#### Booking conditions:

Reservations can be made via the website : <https://www.hotel-grands-montets.com>, by telephone + 33 4 50 54 06 66, or e-mail [info@hotel-grands-montets.com](mailto:info@hotel-grands-montets.com) or by post. Any booking will be considered final upon receipt of a deposit payment corresponding to 30% of the total amount or 100% of the total amount of stay (subject to the chosen tariff). The hotel reserves the right to refuse any booking in the case of an incorrect credit card number or incomplete booking.

#### Payment conditions:

All bookings, regardless of their origins, will be payable in Euros only. The hotel Les Grands Montets Hôtel & Spa accepts the following credit cards: Visa, Mastercard and American Express, and has a secure booking system (SSL) that protects and encrypts all sensitive data given during the booking process to prevent any disclosure to third parties.

#### Cancellation conditions:

In case of a cancellation or change made more than 15 days prior to arrival date: the 30% deposit will be fully refunded to the customer, unless the client has chosen the non-cancellable & non-refundable tariff. In case of a cancellation or change made less than 15 days prior to arrival or in case of no-show: the total amount of the stay initially booked will be charged by the hotel.

In case of cancellation for reasons related to Cv-19, - by global health measures (confinement, closing borders, etc.) making the stay impossible, a credit voucher, valid for one year, will be established. - on an individual basis (positive test, contact case, etc.), we can issue an invoice for a request for coverage by your cancellation insurance.

#### Exceptions:

No refund will be honored for any booking made for a "non-cancellable – non-modifiable – non-refundable" stay.

### **ARTICLE 3 – CANCELLATION OF STAY**

Any booking modification or cancellation must be subject to request by e-mail to [info@hotel-grands-montets.com](mailto:info@hotel-grands-montets.com) or by phone +33 4 50 54 06 66. The request will not take effect until the hotel Les Grands Montets Hôtel & Spa has confirmed its acceptance in writing. For bookings made via our partner websites, any cancellation must be made via the site in question. The applicable cancellation conditions are then specific to the partner and may differ from those established by the hotel Les Grands Montets Hôtel & Spa.

### **ARTICLE 4 – THE HOTEL AND ITS SERVICES**

The client accepts and agrees to use the hotel rooms with due diligence. Furthermore, any behavior contrary to moral and public order will result in the client being asked to leave the establishment by the hotel, without any compensation and/or no refund if a payment has already been made.

#### Arrival / Departure times:

Check-in time to hotel rooms is guaranteed for 4.00pm on arrival day and we request that rooms are vacated by 11.00am on the day of departure. We can, of course, store your luggage at reception upon arrival and departure, to allow you to make the most of your day and our services (spa, swimming pool, lounges etc.). Should you wish to prolong your stay, the client must make their wishes known to reception by 10.00am at the latest on departure day, to determine eventual availability.

#### Supplements:

Extra bed: 15€ per night  
Breakfast adults and children aged 13 years and over: 17€ per person per day  
Breakfast children aged 4-12 years: 10€ per child per day  
Breakfast child under 4 years: free of charge  
Local tax of 2.50 Euros per adult per day is not included in the shown prices and must be paid directly at the hotel  
Animals : courtesy companion kit: 15€ per night  
Animals are welcome in our establishment, however, they are not permitted in the swimming pool area.  
Outside car park: free of charge

### **ARTICLE 5 – CHANGE OF ROOM**

If the Hotel Les Grands Montets & Spa is unavailable or in case of force majeure, the latter reserves the possibility of having the client fully or partially accommodated in a hotel of equivalent or higher category, that proposes services of the same nature. The transfer will then be at the charge of the hotelier who cannot be pursued for payment of any additional compensation.

### **ARTICLE 6 – RECLAMATIONS**

Any complaint must be addressed in writing to the Hotel Les Grands Montets Hôtel & Spa by recorded delivery, and this within 15 days following the

departure of the stay in question. After this period, no claim will be considered.

### **ARTICLE 7 – COMPUTER DATA AND FREEDOM**

In application of law 78-17, on Information Technology, Data Files and Civil Liberties, clients are warned that their reservation is the subject of data processing. Users have the right to access and modify the entered data. It is specified that this information is not communicated to third parties. The Hotel Les Grands Montets Hôtel & Spa proposes Wi-Fi internet access. The client user agrees that the computer resources made available to him will in no way be used for the purposes of reproduction, representation or public communication of work or objects protected by copyright or by a related right such as texts, photographic images, audio-visual musical pieces, software and video games, without authorization of the holders of the rights provided for in Books I and II of the Intellectual Property Code when this authorization is required. Les Grands Montets Hôtel & Spa has a video surveillance system in the public areas of the buildings and the car park. The prefecture of Haute-Savoie has validated and approved this system and its use.

### **ARTICLE 8 – RESPONSABILITIES**

The hotel declines all responsibility in the event of theft, loss or damage to the belongings of guests during their stay. The client will be held responsible for any damage, deterioration or vandalism that occurs due to their occupancy of the premises and/or due to the participants and/or staff for whom he/she is responsible, as well as to any movable assets, furnishings and real estate property belonging or not to the hotel. As a result, the hotel Hameau Albert 1er can consequently ask the client to leave the establishment without any compensation and without any refund of the current stay, and to reimburse the damage caused by these acts.

### **ARTICLE 9 – APPLICABLE LAW**

These General Conditions of Sale are governed by French law. This is both for substantive and formal rules of law. Any litigation will fall under the exclusive jurisdiction of the French courts.