



Terms and Conditions of Sale

1. Purpose

These Terms and Conditions of Sale (hereinafter referred to as the "Terms and Conditions") define the terms under which Hôtel Les Palmiers provides its services to its guests (hereinafter referred to as the "Guest" or the "Guests").

Reservations may be made:

- via the website: <https://www.hotelespalmiers.com/>;
- by telephone through the Reception Desk at +33 (0)4 94 96 00 41;
- by email or directly at the hotel reception.

2. Acceptance of the Terms and Conditions

Any reservation implies that the Guest has read and unconditionally accepted these Terms and Conditions, together with the specific conditions applicable to the selected rate.

For reservations made by telephone, email or directly at the hotel, these Terms and Conditions are provided with the booking confirmation. Confirmation of the reservation constitutes full and unconditional acceptance of these Terms and Conditions.

3. Retention of the Terms and Conditions

Guests may save and print these Terms and Conditions using the standard functions of their web browser or computer.

4. Language

The information available on the hotel's website is provided in both French and English.

In the event of any discrepancy or inconsistency between the different language versions, the French version shall prevail.

5. Legal Capacity

The Guest declares that he or she has the legal capacity to enter into a contract under French law.

Reservations are accepted only from adults. Unaccompanied minors are not permitted to stay at the hotel.

6. Booking, Payment and Guarantee Conditions

Reservation Guarantee by Credit Card Pre-Authorisation

All reservations made online, by telephone or by email must be guaranteed by a valid credit or debit card. A pre-authorisation will be obtained for an amount corresponding to the booked stay, excluding the tourist tax and breakfast.

The pre-authorisation is not a charge. It is used solely to verify the validity of the payment card and to guarantee any amounts that may become payable.



Hôtel Les Palmiers – SAS ANGEL

26/28 Rue Gabriel Péri – 83120 SAINT-MAXIME

Tél. : (33) 04 94 96 00 41 – Fax : (33) 04 94 96 74 30

Web : <http://www.hotelespalmiers.com> - e-mail : contact@hotelespalmiers.com

RCS Fréjus 530 342 641 – N° de TVA Intracommunautaire FR82 530342641 – APE : 5510Z



Payment for the stay is made at the hotel in accordance with the hotel's standard payment procedures. The pre-authorisation will be automatically released after the Guest's departure, subject to the processing times of the card issuer.

Cancellation Policy

- From September to June: free cancellation up to 72 hours before the scheduled arrival date.
- During July and August: free cancellation up to fifteen (15) days before the scheduled arrival date.

After these deadlines, or in the event of a no-show, Hôtel Les Palmiers reserves the right to charge the payment card for the total amount of the reserved stay in accordance with the booked rate conditions.

Non-Refundable Rates

For reservations made under a Non-Refundable Rate, a pre-authorisation corresponding to the total amount of the stay will be obtained using the payment card provided at the time of booking.

Payment for the stay remains payable at the hotel in accordance with the establishment's standard payment procedures. The pre-authorisation will be released after the Guest's departure, subject to banking processing times.

In accordance with the conditions applicable to this rate, no modification, cancellation or refund shall be accepted once the reservation has been confirmed.

Payment Card Security

Payment card information is processed securely by a certified payment service provider.

All payment data is encrypted during transmission and is never transmitted in plain text over the network.

Hôtel Les Palmiers reserves the right to refuse any reservation if the payment information provided is incomplete, inaccurate, fraudulent or if the payment card is invalid.

7. Check-in and Check-out

Rooms are available from 3:00 p.m. on the day of arrival.

Rooms must be vacated no later than 11:00 a.m. on the day of departure.

Guests planning to arrive after 8:00 p.m. are kindly requested to inform the hotel in advance.

Unless prior approval has been granted by the management, any late departure may result in the charge of an additional night's stay.

8. Tourist Tax

The tourist tax is not included in the room rates unless otherwise stated.

The applicable tourist tax is set by the local authorities and must be paid directly at the hotel.

9. Room Occupancy

Rooms may only be occupied by the number of guests specified at the time of booking.



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Any additional guest not declared at the time of booking may be subject to an additional charge or refused access if the maximum room occupancy is exceeded.

Hôtel Les Palmiers reserves the right to refuse access to any person who has not been registered.

10. Pets

Pets are not permitted within the hotel.

This restriction does not apply to guide dogs or assistance dogs accompanying guests with disabilities, in accordance with applicable legislation.

11. Smoking Policy

In accordance with French legislation, smoking and vaping are strictly prohibited in guest rooms and throughout all indoor areas of the hotel.

Failure to comply with this policy may result in a cleaning and restoration fee being charged to the Guest, without prejudice to any additional compensation should the actual damage exceed the amount of such fee.

12. Liability

The Guest shall be held responsible for any damage caused by themselves or by any person accompanying them during their stay.

Any damage to the hotel premises, furniture, fixtures or equipment may be charged to the Guest based on the actual cost of repair or replacement.

13. Personal Belongings

Guests remain solely responsible for their personal belongings throughout their stay.

Guests are advised not to leave valuables unattended.

Hôtel Les Palmiers shall not be held liable for the loss, theft or damage of personal belongings, except where liability is imposed by applicable law.

14. Force Majeure

Hôtel Les Palmiers shall not be held liable for any total or partial failure to perform its obligations where such failure results from a force majeure event as defined by Article 1218 of the French Civil Code.

15. Personal Data Protection

Personal data collected by Hôtel Les Palmiers is used solely for the management of reservations, the provision of hotel services, compliance with legal obligations and, where applicable, for sending promotional communications where the Guest has given prior consent.

In accordance with the General Data Protection Regulation (GDPR) and the French Data Protection Act, Guests have the right to access, rectify, erase, restrict the processing of, object to the processing of, and request the portability of their personal data.



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Requests relating to personal data may be submitted directly to Hôtel Les Palmiers using the contact details available on the hotel's website.

16. Complaints and Mediation

In the event of a dispute, the Guest is invited to submit a written complaint to Hôtel Les Palmiers in order to seek an amicable resolution.

If no satisfactory response is received within sixty (60) days, the Guest may refer the matter free of charge to the Tourism and Travel Mediator:

Médiation Tourisme et Voyage
BP 80303
75823 Paris Cedex 17
France
Email: info@mtv.travel
Website: www.mtv.travel

The request for mediation must be submitted within twelve (12) months of the initial written complaint. The Guest is also informed of the existence of the European Online Dispute Resolution (ODR) platform, available at:

<http://ec.europa.eu/consumers/odr/>

17. Governing Law

These Terms and Conditions of Sale shall be governed by and construed in accordance with French law. Any dispute relating to their interpretation, validity or performance shall fall within the jurisdiction of the competent French courts, without prejudice to any mandatory consumer protection provisions applicable under the law.



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