GENERAL TERMS OF SALE

Contract between :
LE GRAND PAVOIS
15 quai de la Vicomté
76400 Fécamp– France
+0033 (0)2 35 10 01 01

And :
The Guest

Prices :
Our prices include service and VAT.
Prices subject to change without notice (example for gift vouchers).
The hotel reserves the right to make price changes at any time for unguaranteed and therefore unconfirmed reservations.

Booking conditions :
- All bookings must be confirmed in writing (letter, email).
- This reservation becomes final only after receipt of the client's bank card details (name of the cardholder, bank card number, expiration date) and the prepayment according to the booking conditions.
- Bookings linked to promotions cannot be modified, refunded or combined with other current offers offered by Le Grand Pavois.

Local tax :
The tourist tax, collected on behalf of the city of Fécamp, is not included in our rates. It is per adult person and per night.

Cancellation policies :
- Any cancellation must be made in writing or by phone before the arrival date.
- Flexible rates and conditions: the cancellation period without fees is 48 hours before the arrival date. In this case, we refund the prepayment or if the customer wishes, we keep the prepayment for a future reservation. For less than 48 hours, the prepayment will be kept as compensation.T
- Non-cancellable rates and conditions: If the customer wishes to cancel their reservation, the deposit paid is used by the establishment as compensation. It cannot be refunded or kept for a possible future reservation. These conditions are not negotiable.
- In case of no-show at the hotel and no cancellation, the total amount of the stay will be charged as compensation.
- The date of receipt of the cancellation request (by email, mail, phone) will be the date chosen for the cancellation.
- All cancellations by phone are confirmed with a number that will be requested in case of dispute.
- All nights from a shortened stay on site are due.

Terms of payment :
- Upon presentation of the invoice on site.
- The establishment is entitled to request a prepayment before or during the stay.

Methods of settlement :
- Cash : Euro
- Credit card : Visa, Mastercard
- Holidays check ANCV

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Arrival – Departure :

- The rooms are available from 4 pm. and must be vacated at 11 am at the latest on the day of departure.
  A supplement of 25% of the night rate will be charged if you wish to leave your room after11 am but before 2pm, 50% after 2pm but before 4pm, 100% after 5pm (subject to availability and prior request on site).

Processing of claims :

Any complaint must be notified by email to contact@dormy-house.com
We will respond as soon as possible and within 60 days at the latest.

Consumer mediation :

In accordance with the provisions of the Consumer Code, the customer has the right to use a free mediation service for the amicable resolution of a dispute that would oppose him to the establishment.
After contacting the establishment's customer service and failing a satisfactory response within 60 days, the client may contact the tourism and travel mediator:
Médiation Tourisme et Voyage (MTV)
BP 80 303
75 823 Paris Cedex 17 - France
Internet : www.mtv.travel
Mediation is free for the consumer.

Houssing obligation :

We have the obligation to accommodate you in a room of the same category corresponding to the conditions stated at the time of booking.

Restaurants :

- Some fresh products may be missing for supply reasons, the management of the establishment reserves the right to modify the dish by another one of equivalent quality.
- The buffet breakfast service is available from 7:00 am to 10:00 am at 22€.
- Except for the exclusivity of the premises, the Bar is open from noon to midnight.
- As part of a night event, it is reminded that the establishment's closing time is set at 4 am.

Specific conditions :

- The customer, through his reservation, is liable for any damage caused by himself, his guests, children, animals, both in the park and inside the premises.
- Confetti is forbidden.
- Our pet friends are allowed in the rooms with a supplement of 25€ per night. They are allowed in all the common areas of the establishment kept on a leash and under the responsibility of their owner.
- The establishment is fully subject to the regulations prohibiting smoking and vaping in public places. For any breach found, a cleaning fee of 50€ will be charged.
- For health and safety reasons, it is strictly forbidden to cook in the room.

Responsibilities :

- The establishment is not held responsible for damage or theft of personal property perpetrated in the rooms, restaurants, breakfast room, bar or public places.
- The establishment is not responsible for any accident or death caused by an outdoor activity reserved by the hotel.
- The hotel is not responsible for any event, an external event that could result in the interruption of the stay in our hotel.
- Children under 18 years of age are the sole responsibility of their parents or the adult taking care of them for the duration of the stay.
- Customers cannot enter areas marked as private or reserved for staff.
- Pets are the sole responsibility of their owners. They must be kept on a leash. All damage and damages caused will be the responsibility of the client.

SAS LE GRAND PAVOIS – 15 quai de la Vicomté 76400 Fécamp - France
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- The hotel has a private garage with limited spaces and spaces designed for a standard size vehicle. So if a vehicle does not meet these standards, the hotel is not responsible for any damage it may cause to other vehicles already parked in our garage and the hotel reserves the right to refuse the vehicle even after confirmation of the reservation. Our parking is private and paid (14€ per day). It is possible to park there (on request when booking). Any annoying or fraudulent parking will result in a surcharge of 50€.
- The establishment's liability shall not be incurred in cases of force majeure.

Protection of personal data :

The information collected during the reservation is processed for the management of reservations and customer relations. In accordance with the General Data Protection Regulation (GDPR), customers have a right to access, rectify, oppose and delete data concerning them, which they can exercise by contacting the establishment at the following address: contact@hotel-grand-pavois.com
The data is kept for the duration necessary to manage the business relationship

Applicable law:

These general terms and conditions of sale are governed by French law.

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