

GENERAL CONDITIONS OF SALE

ARTICLE 1 : GENERAL CONDITIONS OF SALE

General Conditions of Sale applies to all customer reservations including internet reservations.

ARTICLE 2 : PRICING

All prices in Euros with VAT (TVA) and local tax (tax de sejour) included in the price of the room. Rooms are priced per night including breakfast with access to the range of activities available at L'Ostalas.

ARTICLE 3 : RESERVATIONS

After confirmation, a credit card is required to hold the booking on a secure site. No amount will be deducted, except in the case of a late cancellation, change of booking or a no-show. The total cost of the reservation (including any extra costs and local taxes) is payable on arrival with a credit card (CB, Visa, Mastercard), cash or French cheque de vacances.

ARTICLE 4 : HOTEL AND COMMUNAL ACTIVITIES

Access to room from 3 pm/15.00 and rooms to be vacated by noon/mid-day on the day of departure. In the event of arrival after 8 pm/20.00, notification to be made to the hotel.

For security reasons, as well as noise, animals are not permitted on the premises.

Clients must take full personal responsibility for taking part in the available activities.

Smoking is strictly forbidden on the premises, except in allocated locations.

In accordance with L'Ostalas values:

- Wi-Fi connection will be turned off from 10 pm to 7 am.
- for environmental reasons, room service is offered on a weekly basis or during the period of a stay, except out of necessity at the request of the client.
- the cold pressed organic soap is produced locally and offered in the "welcome kit".

ARTICLE 5 : CHANGES TO RESERVATIONS OR CANCELLATIONS

For a reservation from 2 to 6 nights for a single room:

- more than 60 days, 0% of the total cost
- between 60 and 31 days, 25% of the total cost
- between 30 and 16 days, 50% of the total cost
- between 15 and 8 days, 75% of the total cost
- and from 7 days to a no-show or a stay cut short, 100% of the total cost.

For a reservation of 7 nights or more, for more than one room:

- more than 90 days, 0% of the total cost
- between 90 and 46 days, 50% of the total cost
- between 45 and 16 days, 75% of the total cost
- and from 15 days to no-show or stay cut short, 100% of the total cost.

Any changes to reservations or cancellations must be put in writing by either mail or email.

In the event of a change of plans during the stay, the full amount is due.

ARTICLE 6 : RESPONSIBILITIES

L'Ostalas accepts no responsibility in the case of theft, loss or damage to personal belongings. The customer will be held responsible for any damage, destruction or acts of vandalism during the period of occupation of the premises and/or due to the occupants and/or to the staff, i.e. furniture or decoration whether or not belonging to L'Ostalas.

In the event, L'Ostalas has the right to demand a client to leaves the premises without any indemnity or without any reimbursement; whilst at the same time seek reimbursement for the damage caused.

ARTICLE 7 : LAWS

These General Conditions of sale are governed by French law. This applies to substantive rules as well as rules of form. Any possible dispute would fall under the exclusive jurisdiction of the Commercial Court of Montauban.