

General conditions of sale – Belle Normandy

Article 1: Booking

Prices are per night, in euros and VAT is included.

Any changes or creation of legal taxes by the responsible authorities will automatically affect the price at the time of payment. The tourist tax is never included in the price of the room. This tax is calculated per night and per person and follows the price in effect at the time of the stay.

Your booking indicates the options included (such as breakfast, half-board, parking, etc.).

The customer making a reservation by internet, phone or fax is bound by acceptance of these actual General Conditions of sale.

The reservation will only be effective from the moment the customer has provided valid credit card details as a guarantee or upon payment of a deposit. A confirmation will then be sent. The hotel has the right to refuse a reservation if the credit card information is not valid or upon payment of a deposit. A confirmation will then be sent. The Hotel has the right to refuse a reservation if the credit card information is not valid or if the reservation process has not been completed successfully.

All non-cancellable and non-refundable reservations are firm and cannot be modified.

Article 2 : Payment

Once the reservation has been made, a credit card pre-authorization can be carried out to verify its validity. The hotel will not charge your credit card unless:

- Special offer with non-refundable policy and full deposit,
- The expiration date of the credit card is before the day of arrival,
- The arrival date is more than 89 days away,
- Group booking (more than 5 rooms or 20 people)

In all other cases, payment will be made directly in the hotel.

All non-cancellable and non-refundable reservations are charged at the time of the booking.

Article 3 : Modification

If the conditions of your reservation allow it, it is possible to modify your reservation. Any request to modify a reservation must be sent by email to reception: booking@bellenormandy.com or communicated by telephone on 02 61 77 07 70 (between 8 AM. and 9 PM, French time). The modification will only be considered valid after written confirmation has been sent by reception.

We cannot guarantee room availability for the requested modification; therefore, in the case that a modification is not possible, the customer will have to accept the original reservation or will be bound by the cancellation conditions in accordance with the article "Cancellation" if they wish to cancel.

Any stay started is due in full. For reservations made on our partners' sites, the modification must be made directly with them. The applicable policy is that of the partner and may be different from ours.

If you have booked a special offer that can only be booked from a defined number of nights, if you wish to reduce your stay, please note that prices may vary. The opposite is also true. If you decide to add a few nights to your reservation, this may allow you to benefit from a current offer.

Please contact reception to find out more.

Article 4 : Cancellation

Each reservation for which one a confirmation has been sent to customer is considered as valid. Any cancellation request must be notified to the hotel in writing.

In the case of cancellation of the reservation, cancellation fees may be charged to the customer in accordance with the following rules:

- Cancellation up to 6 days before arrival: no fees,
- Cancellation between 3 and 5 days before arrival: 100% of the first night is due.
- Cancellation less than 2 days before arrival: 100% of the total amount is due, -
- No show: 100% of the total amount is due.

In accordance with article L. 121-20-4 of the Consumer Code, the customer who has made an online reservation does not benefit from the right of withdrawal linked to distance selling.

Please note that different policies apply for group bookings (more than 20 people or 5 rooms).

Non-refundable offers will not be refunded by the hotel to the customer in the event of cancellation.

Article 5 : Hotel and services

For safety and hygiene reasons, animals are not allowed in the breakfast rooms.

Rooms are available from 3 p.m. and must be vacated by 11 a.m. on the day of departure. An additional amount may be charged if the departure time is not respected. If You arrive after 8 p.m., please contact reception at least 24 hours before your arrival.

In the event of misconduct by a customer, the hotel may ask them to leave without any compensation or reimbursement.

Article 6: Rehousing

In the event of unavailability of the Belle Normandy hotel or in the event of force majeure, the establishment reserves the right to relocate you to a hotel of the same standard. The hotel will take care of the transfer to this other hotel. No compensation will be offered.

Article 7: Complaints

Any complaint must be sent to the Belle Normandy hotel by registered mail, within 15 days of the stay. Beyond this period, no complaint will be considered valid and therefore processed.

Article 8 : Privacy

In application of law 78-17 relating to privacy and cookies, the customer is informed that his reservation is processed by a personal computer system. Users have the right to access and rectify the data entered: SARL Casonal, 1 rue des Cordeliers, 14 400 Bayeux. Please note that this information is not communicated to third parties.

The Hotel Belle Normandy offer a free access to Wi-Fi in the establishment.

The wifi user must agree to abide by the rules that all data processing resources should not be used to reproduce or distribute copyrighted content without the permission of the authors.

The establishment is equipped with video surveillance in the common areas and the car park.

Article 9 : Responsibilities

The hotel declines all responsibility in the event of theft, loss or damage to guests' personal belongings during their stay.

The customer will only be responsible of any damage or act of vandalism committed at the hotel or at other customers during their stay: furniture, decoration, building, etc.

Consequently, the Belle Normandy hotel may ask the customer to leave without any compensation or reimbursement in the event of misconduct. The hotel may also charge the guest's credit card to compensate for damages and lost revenue caused by the damage if the room must be immobilized.

Article 10: Subsequent correspondence

The Belle Normandy hotel has the right to use your email address to give you the necessary information before your arrival. Another email may also be sent to you to ask for your opinion at the end of your stay.

Article 11: Applicable law

These rules, terms and conditions are governed by French law. Any dispute will therefore be managed by the French authorities.

The customer acknowledges having read and understood these General Conditions of Sale and accepts them fully and without reservation. They may be modified without notice.