General Terms and Conditions of Sale and Internal Regulations

I. PREAMBLE

These general terms and conditions of sale define the contractual relationship between any user of the Hôtel Mont Vernon, a company owned by CNPP registered with the Evreux Trade and Companies Register under registration number 342 901 253, whose registered office is located at Route de la Chapelle Réanville, 27950 Saint Marcel, from the time of booking until the guest's departure ».

The Hôtel Mont Vernon reserves the right to modify, in whole or in part, these General Terms and Conditions at any time. In such cases, the new version of General Terms and Conditions will be available on the Website with its effective date. The applicable conditions will be those in force at the date the Client's reservation is confirmed.

The Client declares having read and understood the General Terms and Conditions. Any confirmed reservation entails the express and complete acceptance of the General Terms and Conditions and the waiver of the right to invoke one's own purchasing conditions or other conditions.

II. RESERVATION

Any reservation must be confirmed by the client, who shall provide a payment guarantee using one of the payment methods accepted by the establishment. In the absence of a payment guarantee from the client, the reservation cannot be considered as validated.
The client also has the option of paying a deposit to confirm their reservation.
The hotel reserves the right to modify at any time and without prior notice the prices shown in brochures and other commercial materials, as well as prices displayed in the establishment. Such modifications shall not apply to reservations previously accepted by the client.
The Client may be asked, upon arrival at the Hotel, to complete a police registration form. To do so, the Client is required to present a valid identity document so that the Hotel can determine whether or not it needs to complete the police form.
Important note: Should the client fail to present valid identification upon arrival, the hotel reserves the right to cancel the reservation without further notice. The Hotel shall under no circumstances be required to pay the Client any compensatory damages.

III. PAYMENT

Payment for the stay is due upon departure. Accepted payment methods are: Cash up to €1,000, Visa, Mastercard, Eurocard, Amex, Holiday Vouchers.

Any dispute arising between the Hôtel Mont Vernon and a consumer client shall be subject to the jurisdiction of the territorially competent court in accordance with the applicable common law rules. The Hôtel Mont Vernon encourages its clients to first seek mediation before initiating any legal proceedings.

Consumer Mediation – In accordance with the provisions of Articles L.616-1 to L.616-3 of the French Consumer Code, the Hôtel The Hôtel Mont Vernon encourages its clients to first seek mediation before initiating any legal proceedings. Contact details are as follows: MEDIATION TOURISME & VOYAGE, website for submitting a claim: https://mtv.travel.

IV. CANCELLATION CONDITIONS

FOR INDIVIDUAL RESERVATIONS:

A client who has booked a room in our establishment may cancel it under the following Cancellation **Conditions:**

Cancellation before arrival on day D before 11:00 AM: no charge, the stay will not be billed.
Cancellation before arrival, on day D after 11:00 AM: 100% of the stay amount is charged.
If the client wishes to cut their stay short, they must inform the reception desk no later than 10:00 AM on day D. They will be reimbursed for the remaining balance of their stay if payment has been made in full. Late arrivals or no-shows will not be refunded under any circumstances and will be considered as occupying the room.
In the event of cancellation before or during the stay, prepayments made will not be refunded, except in cases of force majeure.
In the event of cancellation of meals reserved as part of a half-board arrangement, the client may cancel their evening meal before 11:00 AM on day D.

FOR GROUP RESERVATIONS (tourism, business, events):
In the event of cancellation, fees will be charged as follows:
100% of services in the event of cancellation less than 10 days before the start of the stay.
75% of services for a cancellation between 20 and 11 days before the start of the stay.
50% of services for a cancellation between 45 and 21 days before the start of the stay.
In the event that, for reasons beyond its control, the Hôtel Mont Vernon is unable to honour a reservation, it will make its best efforts to rebook you under the same conditions at a nearby hotel.

V. TOURIST TAX

The tourist tax is not included in the reservation price. It is payable on-site based on the stay and number of nights.
This tax is collected by the Hôtel Mont Vernon on behalf of the local community of municipalities.

VI. BILLING

PRICE DISPLAY AND CLIENT INFORMATION: The Hôtel Mont Vernon is committed to providing clear and transparent information on the rates of all its services. Room prices, additional services and amenities are displayed in a visible and legible manner at the reception desk of the establishment as well as in all rooms, in the form of price brochures or equivalent documents. These prices are expressed in euros, inclusive of all taxes, and include all applicable terms and conditions.

Payment of extras: Any extras (bar, additional catering, etc.) that are not explicitly included in the rates will be payable directly on-site at the end of the stay. Failing this, the client expressly authorizes the hotel to charge the credit card left as a guarantee for the payment of extras.

VII. PETS :

The Hôtel Mont Vernon accepts pets within its establishment. Your pet's stay is charged as a supplement at the rate indicated at reception. We ask our clients to respect the premises, not to leave their pet alone in the room, and to pick up after their animal.
Our restaurant also welcomes pets, provided they are kept on a lead and remain under the supervision of their owners.

VIII. PROHIBITIONS, DISCIPLINE, LOSS & DAMAGES, LIABILITY AND INSURANCE

We inform you that in France, smoking in hotels has been prohibited since 1 January 2008 (Decree No. 2006-1386 of 15 November 2006) in all hotel rooms and enclosed spaces. Failure to comply with this prohibition exposes you to a €135 fine, in addition to any repair costs for damage caused. It is also strictly prohibited to use gas appliances such as camping stoves in rooms.

We ask that you respect the premises and the décor of your room.
Any breach of the above rules, as well as any theft or damage, will result in a minimum charge of €200 including tax.
An inspection report will be drawn up by establishment staff if guests have caused damage to equipment. The cost of repairs resulting from such damage will be charged directly to the client or organizer at full value.

The Hôtel Mont Vernon may require a cleaning fee of a minimum cleaning fee of €50 including tax if the room is left in a condition requiring additional cleaning or drying and dehumidification time. The client is responsible for any loss or damage caused within the premises of the Establishment. The Hôtel Mont Vernon and its staff cannot be held liable for any loss or theft of any kind affecting the client or their visitors.

Appropriate physical and moral conduct is required at all times. Acts likely to cause inconvenience to others, provoke disturbances, or cause material damage are prohibited.
The Client accepts and undertakes to make reasonable use of the room as well as the common areas of the Hotel placed at their disposal. Any behaviour contrary to safety and/or hygiene principles, to public morality and/or public order may lead the Hotelier to ask the Client to leave the establishment immediately without any compensation and/or refund if payment has already been made.
The consumption of food and beverages brought from outside is strictly prohibited in common areas and on the hotel and restaurant terraces.

Our staff will caution any person who fails to comply with the provisions of these regulations and, in extreme cases of agitation or inappropriate behaviour, will contact the security services and/or law enforcement.
The internal regulations apply to all guests.
In the event of non-compliance with these internal regulations, management reserves the right to ask the client to leave the establishment without any compensation.
The Hôtel Mont Vernon reserves the right to refuse entry to clients whose appearance is indecent or unkempt. Clients whose behaviour towards staff or other guests is inappropriate or contrary to public morality and public order may be removed from the establishment.

IX. PERSONAL DATA AND PRIVACY
ONNEES PERSONNELLES ET RESPECT DE LA VIE PRIVEE

When making a reservation on the Hôtel Mont Vernon website, users are required to provide personal data (name, address, phone number, etc.) This data is used exclusively by Hôtel Mont Vernon for commercial purposes and to process reservations.
Under no circumstances shall this data be entrusted to or shared with a third party.
In accordance with the French "Data Protection and Civil Liberties" law, visitors may subsequently receive newsletters and promotional offers from the Hôtel Mont Vernon. This file has been declared to the CNIL under number 1187786.
In accordance with the "Data Protection and Civil Liberties" law, users have the option to unsubscribe at any time by clicking on the link provided in all emails or newsletters.
Users have the right at any time to access, rectify or even delete their personal data, which can be exercised either directly by email or by post to the following address:
Please indicate "Data Subject Rights" in the subject line and enclose a copy of your proof of identity.

hotel.reception@cnpp.com
Hôtel Mont Vernon
Route de la Chapelle Réanville - CD 64
27950 SAINT MARCEL

X. SPECIAL CONDITIONS: EVENTS, RECEPTIONS AND CEREMONIES

In order to be confirmed, any reservation will require an initial deposit of €500 to be cashed upon booking, which commits you to your choice of rooms. This sum is non-refundable in the event of cancellation.

The number of guests, as well as the choice of menu, must be communicated to us no later than **8 weeks** before the date of the ceremony.

At that time, the client must pay the Hôtel Mont Vernon a non-refundable deposit of **30%**, calculated on the price of the confirmed services.

No menu changes will be possible **10 days** before the ceremony.

If rooms are reserved, the nominal list of guests must be submitted to the hotel no later than **15 days** before arrival. Failing this, the establishment reserves the right to allocate rooms according to its availability.

Billing

Extras Billing: Extras (bar, additional catering, etc.) must be paid directly to the hotel by each participant before departure, unless prior agreement for centralized billing has been made.

The invoice, minus the deposits received, is to be settled on-site, or no later than **7 days** after the service has been provided at the establishment.

In the event of non-payment by the due date, the organiser will be liable for late payment penalties equal to **2% of the legal interest rate per month** of delay.

Billing and payment will be made in euros.

Cancellation *(except in cases of force majeure, e.g. pandemic...)*

Cancellation by the Client:

- In the event of cancellation between the payment of the €500 deposit and 8 weeks before the event ("D" - 8 weeks), the €500 deposit will be retained.
- In the event of cancellation less than 8 weeks before the ceremony, all deposits will be retained (€500 + the 30%).
- 100% of services will be invoiced if cancellation occurs less than 10 days before the start of the ceremony.
- In the event of a partial cancellation, billing will be made on a pro-rata basis for the cancelled services over the same timeframes at the equivalent percentages.

Cancellation by the Service Provider

In the event of a postponement of the event date, for any reason whatsoever including force majeure, the deposit paid remains the property of the HOTEL MONT VERNON and shall not give rise to any refund. In the event that the event is postponed to a year subsequent to the one originally planned, the new applicable rates will be those of the year of postponement. If, at the time of postponement, the order differs from the original one, an additional deposit may be requested.

Force majeure

The HOTEL MONT VERNON is automatically released from its obligations without payment of any compensation in the event of a force majeure event or act of God, including but not limited to war, riot, blockade, total or partial strike, fire, administrative closure by government order, blockage of means of transport, health crisis, discontinuity in electricity supply, or any other external event likely to disrupt the proper flow of goods.

The party invoking force majeure undertakes to take all measures to limit the adverse consequences of the event for the other party.

However, if the event is cancelled by the HOTEL MONT VERNON, the deposits paid will be refunded without the client being able to claim any additional compensation.

For the purposes of this clause, only an event simultaneously meeting all of the following conditions may be considered as constituting a case of force majeure:

- The event must be beyond the control of the party invoking it,
- The event could not reasonably have been foreseen at the time the order was placed,
- The effects of the event cannot be avoided by appropriate measures,
- The event prevents the party invoking it from fulfilling its obligation.

The service provider may only invoke delays by its own suppliers or subcontractors when the cause of such delays may be considered a case of force majeure under this clause.

Prestation

Service is included in the quotes until:

- ❖ **2:00 AM** for a dinner
- ❖ **4:00 PM** for a lunch
- ❖ **2:00 PM** for a brunch

Beyond these times, you will be charged **€50 TTC per waiter per hour**.

The room must be vacated no later than:

- ❖ **6:00 AM** for a dinner dance
- ❖ **5:00 PM** for a lunch
- ❖ **3:00 PM** for a brunch

Room Preparation and Decoration:

For decoration purposes, it is forbidden to use drawing pins, staples, adhesive tape, nails or any other materials that could damage the rooms. It is recommended to use **adhesive putty** and **nylon thread** (fishing line type) for installing decorations and displays.

The client is responsible for the good conduct of their guests, as well as any damage they may cause.

A **security deposit cheque of €1,000** will be required upon confirmation of the reservation. This cheque will be returned at the end of the ceremony/event, provided no damage has been found by the Hôtel Mont Vernon staff.

Entertainment

For safety reasons, candles, firecrackers, indoor fireworks, confetti, lanterns and smoke diffusion are prohibited inside the establishment and its surroundings. (Please also refrain from throwing confetti and glitter in the rooms.)

Requests for outdoor fireworks or balloon releases may be considered, but must be subject to authorisation from the town hall and the prefecture. Fireworks must be set off by a professional.

The use of drones is prohibited in accordance with the flight restrictions indicated on Géoportail.gouv.fr.

Hygiene and Safety

The Hôtel Restaurant du Mont Vernon accepts no liability in connection with food items brought by clients (cold chain breakage). Likewise, if a client brings their own food with the establishment's agreement, a sample will be taken in accordance with HACCP standards.

The Hôtel Mont Vernon accepts no liability for theft or damage to items left unattended in the establishment, or to vehicles parked in the car park.

Disputes: Any dispute arising between the Hôtel Mont Vernon and a consumer client shall be subject to the jurisdiction of the territorially competent court in accordance with the applicable common law rules. The Hôtel Mont Vernon encourages its clients to first seek mediation before initiating any legal proceedings.

Consumer Mediation – In accordance with the provisions of Articles L.616-1 to L.616-3 of the French Consumer Code, the Hôtel Mont Vernon informs its clients that in the event of a dispute, they may use a consumer mediator free of charge. Contact details are as follows: MEDIATION TOURISME & VOYAGE, website for submitting a claim: **https://mtv.travel**.