

CONDITIONS OF SALES

The following conditions of sales apply to all reservations made to **Hôtel Restaurant Au Roi Gradlon, 1 Bd. Manu Brusq, BP 41, 29770 AUDIERNE**, except :

- Specific conditions linked to special or promotional rates.
- Group bookings of 6 bedrooms or more.
- Special arrangements with the Hotel's management.

Rates :

All our rates include VAT and service charges.

Accepted means of payment :

Bank cards : Carte Bleu, Visa, Mastercard, American Express, Diner's International.
Cheques (if drawn on a French bank account in Euros), Chèques Vacances, Logis de France Gift Vouchers.
Bank transfer (IBAN details on request)

Reservations :

Reservations start at 4 p.m. on the day of arrival and end at 12 noon on the day of departure. A reservation is considered as firm after the following guarantees have been transmitted to our reservation department :

Stays of 1 to 2 days : Bank card details. For a reservation with an ETA of 5 p.m. or before, our reservation department may consider this ETA as a booking guarantee.

Stays of 3 days and more : A deposit of 30% of the estimated total of the stay is requested.

Cancellation :

Stays of 1 to 2 days :

The first night of the stay will be charged by our reservation department :

- If the arrival of the guest(s) is not recorded by 5 p.m. at the latest .
- If the reservation is cancelled later than 5 p.m..
- In the case of a same-day departure.

Stays of 3 days and more :

- For a cancellation 30 days or more prior to the day of arrival, 10 % of the deposit will be retained.
- For a cancellation 15 days or more prior to the day of arrival, 50 % of the deposit will be retained.
- For a cancellation 7 days or more prior to the day of arrival, 75 % of the deposit will be retained.
- For a cancellation less than 7 days prior to the day of arrival, 100 % of the deposit will be retained.

If on the guest's day of arrival, and due to exceptional circumstances, no room is available, the hotel's management will take all necessary measures to organize alternative accommodation in a nearby hotel of the same level of comfort or higher. In this particular case, all expenditures induced by this change will be supported by Hotel Restaurant Au Roi Gradlon. However, no refund or compensation can be claimed by the guest.

The Hotel's management will not be held responsible for not providing the Hotel's service in case of circumstances outside their control, such as complete or partial destruction of the hotel, natural disaster, technical failure, strike, etc.