

In accordance with article L. 121-21-8 12° of the French Consumer Code, customers are reminded that they do not have the right of withdrawal provided for in article L. 121-21 of the French Consumer Code. The Conditions of Sale for the fare booked specify the terms and conditions for cancelling and/or modifying the booking.

Consumer Mediation

After contacting the reservations department and in the absence of a satisfactory response or a response within 60 days, the customer may refer the matter free of charge to the Tourism and Travel Ombudsman, whose contact details and procedures are available on its website: *Médiation Tourisme Voyage*, BP 80303, 75823 PARIS CEDEX 17 Website: www.mtv.travel. For further information, you can consult the official website of the *Médiation de la Consommation* at the following link: <https://www.economie.gouv.fr/mediation-conso>

BOOKING CONDITIONS

For all bookings, the Hotel will ask for or take 25% of the total amount of the stay as a deposit, except for Early Booking promotions where the Hotel will ask for or take 50% of the total amount of the stay as a deposit. The hotel may ask you for a credit card number with the date of validity. This information may be used to debit the deposit or to pay for all or part of the stay.

CANCELLATION POLICY

In the event of no-show or interruption of stay The total amount of the stay will be due regardless of the type of stay booked.

In the event of cancellation or no-show, the hotel may use the credit card details requested at the time of booking to make the corresponding payment.

WINTER OR SUMMER STAY

- **Cancellation up to 21 days before the arrival date**, the Hotel will refund the deposit paid.
- **Cancellation between 20 and 11 days before the arrival date**, the hotel will retain the deposit paid.
- **Cancellation less than 10 days before arrival date**, the hotel will deduct the total amount of the stay.

THERMAL CURE STAY

(3-week thermal cure or all-inclusive package with treatments at the Grand Spa Thermal)

- **Cancellation up to 60 days before arrival date**, the Hotel will refund the deposit paid.
- **Cancellation between 59 and 30 days before the arrival date**, deposits (non-refundable) can be carried over to another holiday during the same season under the same booking conditions.
- **Cancellation between 29 days and arrival date**, the hotel will retain the deposit paid.

To avoid these costs, we recommend that you take out cancellation insurance such as "Thermassur", which we enclosed with our holiday proposal.

ACCEPTANCE CONDITIONS

When you confirm a booking by paying a deposit or the total amount of the stay in accordance with the terms stipulated in the "booking conditions", you accept and validate all the **GENERAL TERMS AND CONDITIONS OF SALE**.