



Reservation and cancellation rules Group booking.

All reservations must be guaranteed by valid credit card details (16 digits + expiry date).

All grouped reservations of 3 rooms or more are considered as Group reservations.

- **A deposit payment will be requested when booking, equivalent to 30% of the total stay.**
The deposit constitutes part of the sale price. Once this sum has been paid, the sale is final.
- The deposit can be paid by credit card when booking or by bank transfer **within 3 working days following the reservation.**
- In the event of non-payment within 3 working days following the reservation, it will be automatically canceled.
- **The remaining amount must have been paid into the hotel's bank account by bank transfer or credit card no later than 14 days before the group's arrival date.**
- A list with the distribution of participants by room must be sent to the hotel 10 days before the arrival date.

Cancellation conditions :

- For a cancellation 30 days before the arrival date, the cancellation will be made free of charge and the deposit will be immediately refunded.
- Between 29 and 15 days before the arrival date, loss of deposit paid.
- Any cancellation within 14 days before the arrival date, in the event of a no-show or in the event of a shortened stay, the entire stay per room will be charged.

Any cancellation or modification of stay can be taken into account by calling 04 94 00 52 70 or by mail at the following address: info@hotelmed.info.

Our rates, services and booking conditions are always available on our website:
www.hotelmed.info

Right of withdrawal: Article L221-8 of the Consumer Code indicates that no right of withdrawal may be exercised for the provision of accommodation, catering or leisure activity services.

Consumer mediator: Following the complaint sent, you must have received a negative response from the operator or have not received a response **after 60 days** the customer can contact the Tourism and Travel Mediator (MTV), whose contact details and the referral procedures are available on the website www.mtv.travel

Consumer Code: Article L223-2: The consumer who does not wish to be the subject of commercial prospecting by telephone can register free of charge on a list of opposition to cold calling on the site: <https://www.bloctel.gouv.fr/>



General information

The Front Desks opening hours:

- From 7:30 a.m. to 7:30 p.m. (from July thru August)
- From 7:30 a.m. to 12:00 p.m. and from 2:30 p.m. to 7:30 p.m. (from April thru June and September)
- From 7:30 a.m. to 12:00 p.m. and from 3:30 p.m. to 7:30 p.m. (from October thru March)

Check-in:

- Check-in is between 2:30 p.m. and 7:30 p.m. (April thru September) and 3:30 p.m. to 7:30 p.m. (October thru March).
- For an arrival after 7:30 pm, a contact must be established in advance with the hotel. If a guest has not arrived or has not notified us of a late arrival, the hotel has the right to cancel the reservation with full payment. Any cancellation or modification of the stay can be obtained by phone or email.

Check-out: At 11.00 a.m. at the latest on departure day

Non-smoking establishment:

- Our establishment and all of our rooms are completely non-smoking.
- We have made the terrace on the first floor available with ashtrays for those who wish to smoke.
- If we notice that the client has smoked in the room, an additional cleaning and laundry fee of 200 € will be charged.

- Animals: Can be accepted with certain conditions.

- The request must be made in advance to the hotel.
- In the absence of your request and confirmation from the hotel, the reservation may be considered cancelled and the cancellation policy applies.
- Pets weighing less than 10 kg can be accepted for an additional fee of 12€ per night.

We are looking forward to welcoming you to Hôtel Le Méditerranée.

Hôtel Le Méditerranée
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