



## Booking and cancellation conditions of a NON-REFUNDABLE reservation

**All reservations must be guaranteed by a valid credit card (communication of 16 digits + expiration date).**

- A reservation made with a discount, or a promotion (special rate, promo code) falls within the scope of these present conditions and is therefore considered as a non-refundable and non-modifiable reservation, once the reservation has been made it is definitive. In case of a cancellation the entire reservation is charged.
- **The customer's credit card is charged for the entire stay when making the reservation.** We confirm that we have charged your credit card for the reserved stay according to the reservation conditions for a non-refundable reservation.
- If the customer is a No Show, the total price will be charged. In the event of early departure, the entire booked stay is billed.

Our rates, services and booking conditions are always available on our website:

[www.hotelmed.info](http://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](http://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 p.m., contact must be established with the hotel in advance. If a guest has not arrived or has not notified us of a late arrival, the hotel is entitled to cancel the reservation with full payment of the entire reservation.

Any cancellation or modification of the stay can be obtained by telephone or by email.

### Check-out:

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

### Non-smoking establishment:

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

### Animals: Can be accepted with certain conditions and only in certain rooms.

- 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 a supplement of 12 € per night.**

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

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