

## **GENERAL TERMS & CONDITIONS BEST WESTERN HOTEL DE LA PAIX**

The present general terms and conditions apply to all bookings made by a client subject to special terms applied for certain prices and excluding bookings made for a group of people having booked more than 10 rooms.

Unless displayed otherwise, the prices shown on the present website include VAT per room and per night, for a specified number of people per room and for the chosen date.

Additional services (breakfast, minibar, etc.) are, unless otherwise stated, optional and paid directly at the hotel.

City tax is not included in the room rate. This tax is invoiced per person and per night and has to be paid directly at the hotel.

Unless otherwise previously indicated in the special terms and conditions of certain prices, the booking can be cancelled by the client up until 4.00 PM the day before of his or her scheduled check-in, by fax, email or post.

The hotel will bill the first night of the stay to the booking client:

- if he or she does not take possession of the room on the scheduled day without having cancelled before 4.00 PM the day before his arrival
- if he or she cancels the booking the day of arrival
- if he or she leaves the same day as check-in

The booking takes effect starting from 3.00 PM on the day the client checks in and ends at 11.00 AM on the day of check-out.

The booking is confirmed after registering the bankcard type, the client's bankcard number, the card's expiration date (valid on the date of the booking client's stay) and the name imprinted on the card.

However, for bookings of more than four overnight stays, the booking will only be confirmed by the hotel after receipt of the deposit, which must be equal to 20% of the total amount of the service to be supplied by the hotel.

If at the booking client's check-in there are no rooms available at the hotel, or in the event of force majeure, the hotel reserves for itself the possibility of ensuring the client's lodging outside the hotel in the best possible conditions. In that event, the expenses inherent in the transfer will remain the responsibility of the hotel, and clients cannot claim any indemnity whatsoever.

The hotel may be free of its obligations or suspend the execution thereof if it finds itself unable to guarantee them from the fact of the occurrence of an event independent of its will or beyond its control, as well as in the event of force majeure, and notably in the event of the total or partial destruction of the hotel, strike, catastrophe, fire, internal or external technical accident and, generally speaking, any event not permitting the proper execution of service.

The present terms and conditions complete the general terms and conditions.

• **BEST UNRESTRICTED RATE - Change and cancellation up to 4.00 pm the day of arrival**

The best price without conditions can be changed and cancelled free of costs up until 4.00 PM the day of the scheduled check-in at the hotel.

The hotel will bill the first night of the stay to the booking client:

- if he or she does not take possession of the room on the scheduled day without having cancelled before 4.00 PM the day before his arrival
- if he or she cancels the booking the day of arrival after 4.00 PM
- if he or she leaves the same day as check-in

The booking is confirmed after registering the type, number and expiration date of the client's bankcard and the name imprinted on it, as a guarantee. The card must be valid on the day of the booking client's stay.

• **BEST RESTRICTED RATE - Change and cancellation up to 3 days before arrival**

The best price with conditions can be changed or cancelled up until 4.00 PM, three (3) days before the booking client's check-in (public holidays and weekends included).

Up until 4.00 PM three (3) days before the scheduled check-in at the hotel, the booking can be cancelled by the client by fax, email or post.

Once this time period has passed, the booking cannot be cancelled or changed for any reason given by the client. The hotel will bill the entirety of the service to the booking client, even if the room is not used.

The booking is confirmed after registering the type, number and expiration date of the client's bankcard and the name imprinted on it, as a guarantee. The card must be valid on the day of the booking client's stay. Once the three (3) days before the scheduled had passed, the booking is confirmed after registering the type, number and expiration date of the client's bankcard and the name imprinted on it, as payment.

• **BEST DEAL OFFER NO CHANGE NO CANCELLATION NO REFUND**

This price cannot be changed, exchanged or reimbursed once the booking is confirmed.

The booking cannot be cancelled or changed for any reason given by the client. The hotel will bill the entirety of the service to the booking client, even if the room is not used.

The booking is confirmed after registering the type, number and expiration date of the client's bankcard and the name imprinted on it, as payment. The card must be valid on the day of the booking client's stay.