

TERMS AND CONDITIONS OF SALE

HOSTELLERIE SAINT LOUIS

These conditions are applicable to all sales concluded with the Hostellerie Saint Louis. Therefore, the customer acknowledges having read these general conditions of sale and agrees to respect them. These conditions of sale can be modified at any time, and the applicable conditions will be those in force on the date the reservation is made.

ARTICLE 1 - RATES

The rates indicated are in euros, service included, and take into account the VAT applicable on the day of the reservation, they are per person.

The VAT rates in force will be applied, i.e. 10% for food and non-alcoholic drinks, and 20% for all alcoholic drinks and services.

Any change in the applicable rate, or any modification, or introduction of new legal taxes introduced by the competent authorities, will be automatically passed on to the prices indicated on the date of invoicing. It is specified that catering, and drinks not consumed as part of a package, may not give rise to a price reduction of any kind whatsoever. It is up to the customer of the Hostellerie Saint-Louis to decide before the reservation if the price suits him/her (display at the reception, website, request by phone or email). No dispute concerning the price of the service will be taken into consideration later.

ARTICLE 2 - RESERVATIONS AND MEANS OF PAYMENT

Reservations can be made on the sites <https://www.hostelleriesaintlouis.com> and <http://www.logishotels.com>, by telephone, e-mail or post. Payment for all services will be made directly to the restaurant. We reserve the right to ask for a deposit of 30% for any reservation for more than 15 people. Reservations, whatever their origin, will be payable in euros (or in pounds sterling only by credit card).

Hostellerie Saint Louis accepts the following credit cards: Visa, and Mastercard, as well as cash, cheques, or holiday cheques.

ARTICLE 3 - MODIFICATION/CANCELLATION OF RESERVATION

Any request for modification and/or cancellation of a reservation must be made as soon as possible and no later than 48 hours before the beginning of the stay.

If the Customer does not show up at the Hotel and if no cancellation is made, the first night will be charged by the Hotel.

Furthermore, for a stay of at least 2 nights, if the Customer does not show up on the first day of the stay, the Hotel is not obliged to keep the room for the rest of the stay.

ARTICLE 4 - FORCE MAJEURE

Force majeure is understood to mean any event external to the parties that is both unforeseeable and insurmountable, which prevents the client from fulfilling all or part of the obligations in the execution of his reservation.

provided for in the contract. This will notably be the case in the event of strikes by means of transport, hotel staff, government or public riots, or total or partial strikes hindering the smooth running of the restaurant or that of one of its suppliers, subcontractors or carriers, as well as the interruption of the supply of energy or raw materials.

ARTICLE 5 - CLAIMS AND LITIGATION

Any complaint must be sent to the Hostellerie Saint Louis by registered letter with return receipt, within 15 days following the departure of the stay which is the subject of the said complaint. After this period, no complaint can be taken into account. If necessary, we will appeal to the consumer ombudsman, as follows:

UMIH Dunkerque Flandres Littoral (59)
24 Place du Minck
59140 Dunkirk

ARTICLE 6 - INFORMATION TECHNOLOGY AND FREEDOM

The Hostellerie Saint Louis offers wifi internet access. The client user undertakes that the computer resources made available to him/her will not be used in any way for the purpose of reproduction, representation, making available or communication to the public of works or objects protected by copyright, by a related right such as texts, images, photographs, audiovisual musical works, software and video games, without the authorization of the holders of the rights provided for in Books I and II of the Intellectual Property Code when such authorization is required. The Hostellerie Saint Louis has a video surveillance system in the common areas of the building.

ARTICLE 7 - APPLICABLE LAW

These General Terms and Conditions of Sale are governed by French law. The same is true for the rules of substance as for the rules of form. Disputes that cannot be resolved amicably shall fall within the competence of UMIH mediation and/or French courts.