

GENERAL TERMS OF SALES

Contract between:
S.A.S Dormy House, and the Guest
Route du Havre, B.P. 2
76790 Etretat
Tel : +0033 (0)2 35 27 07 88
www.dormy-house.com



PRICES

Our prices include service and VAT
Rates subject to change without notice (for example Vouchers)
The hotel reserves the right to make price changes at any time for bookings that are not guaranteed and therefore not confirmed.

BOOKING CONDITIONS

- ✓ All reservations must be confirmed in writing (letter or email)
- ✓ This reservation will become final upon receipt credit card information of the client (name, credit card number, expiration date) and deposit payment within the reservation conditions.
- ✓ Bookings related to promotions are non modifiable, non refundable or cumulative with other current offers offered by Dormy House

TOURIST TAX

Tourist tax, collected on behalf of the city of Etretat, is not included in our rates. It is by person, by night, from the majority.

CANCELLATION POLICY

- ✓ All cancellations must be made in writing or by telephone prior to arrival.
- In case of flexible reservation conditions: The cancellation period without charge is 48 hours before the date of arrival: in this case we refund the prepayment. To less than 48 hours, we keep the prepayment as cancellation compensation.
- In case of non-cancellable or refundable reservation conditions: if the guest wants to cancel the reservation, the deposit is used for cancellation penalty. This one can't be able to be refunded or postponed.
- ✓ In case of no-show of the guest at the hotel (no-show) and in the absence of cancellation, the total amount of the stay will be taken as compensation.
- ✓ The date of receipt of the cancellation request (by mail, mail, telephone) will be the date chosen for the cancellation.
- ✓ In case of a dispute for a cancellation by phone, the number given by the receptionist at the cancellation will be asked.
- ✓ All night cancelled on spot during the stay is due.

TERMS OF PAYMENT

- ✓ At the presentation of the invoice
- ✓ The property is entitled to request a prepayment before the stay or during the stay.

PAYMENT METHODS

- ✓ Cash: Euro only
- ✓ French cheque on presentation of ID card
- ✓ Credit cards: Visa, Mastercard, Maestro
- ✓ ANCV cheques

CHECK-IN / CHECK-OUT :

- ✓ The room is available from 4.00pm and has to be vacant for noon maximum at the departure date.
 - ✓ A 50% supplement shall be charged if you do your check-out after noon but before 5.00pm (only on demand and availability on spot).
- The whole night will be charged if you made your check-out after 5.00pm. The reception is at your disposal for any further arrangement.
You can park your car on our arrival date from 2.30pm. The day of your departure, the place has to be vacant at 1.00pm maximum.

CLAIMS PROCESSING :

- ✓ All claims must be notified by letter and we will respond to it as soon as possible.

HOUSING REQUIREMENT

- ✓ We have an obligation to rent a room of the same category booked.

RESTAURANT

- ✓ Some fresh produce can be induced to fail for reasons of supply, the management of the institution reserves the right to change the dish with another of equivalent quality.
 - ✓ The service at the restaurant and the bistro is from 12 to 14:30pm for lunch and from 19:00 to 21:30pm for dinner.
 - ✓ Breakfast service at Buffet is available from 7.30 or 8.00am to 10.00 or 10.30am (depending of the season) at 22€.
- Breakfast room service from 8am to 10.45am at 27€(except for the villa annexe rooms not available).
✓ Except under the exclusivity of the place, the bar is open from 12h to 00h.
✓ In nightlife, it is recalled that the closing time of the hotel is set at 4am.

SPECIFIC CONDITIONS

- ✓ The client responds with its reservation of all damage caused by is on guests, their children or pets, both in the park than inside.
 - ✓ The confetti are prohibited.
 - ✓ Pets are allowed in room with an additional cost of 25€ per day. Pets are welcome in all the commons areas w on leash under the only responsibility of its owner. Any damages caused will be responsibility of the guest.
- Animals are not allowed in the jacuzzi of the room « Deluxe ». In case of no respect, 150€ will be taken on the credit car given at the reservation for cleaning the jacuzzi.
✓ The establishment is subject to the regulations about banning smoking in public places.
✓ For health and safety reasons, it is strictly forbidden to cook or eat products not served by the restaurant in the room, the same applies to alcoholic beverages (wine, champagnes...)

LIABILITY

- ✓ The hotel is not responsible for damage or theft of personal property in rooms, restaurant, breakfast room or common areas.
 - ✓ The hotel is not responsible for an accident or death caused by an outdoor activity booked by the hotel
 - ✓ The hotel is not responsible for a fact, an external event that could result in the interruption of the guest's stay in our hotel.
 - ✓ Children under 18 years of age are under the only responsibility of their parents or of the adult caring for them for the duration of their stay
 - ✓ Guests must not enter areas marked as private or staff only
 - ✓ Pets are under the only responsibility of its owner. Any damages caused will be responsibility of the guest.
- ✓ The hotel has a private car park with a limited number of places designed for a standard vehicle. If a vehicle does not meet these standards, the hotel is not responsible for any damage it may cause to other vehicles already parked in our car park and the hotel reserves the right to refuse the vehicle even after confirmation of its Booking.