Sales policy – Hotel 2019

Sales policy:

x Our rates can be modified without prior notice.

- For 1 or 2 night stay a credit card number or a deposit equivalent to the price of 1 night is required.
- For a stay longer than 2 nights a deposit equivalent to 30% of total amount of the stay is required.
- For special offers reservation (Valentine’s day, New Year’s Eve, Christmas, Murder party, auto show…) a deposit of 30% of the total amount is required. Reservations are not cancellable, not changeable and not refundable.
- For reservations of promotional rate, early booking or last minute, a deposit of 100% of the total amount is required. Reservations are not cancellable, not changeable and not refundable.

x In order to guarantee quality, all services are provided by the hotel
x Check-in: 4 pm, Check-out: before noon
x All our rates include taxes (tax rate in effect on day of reservation)

Cancellation policy:

- In case of cancellation, no deposit will be refunded.
- For 1 or 2 night stay:
  - If cancellation occurs more than 48 hours before arrival date, the deposit will be used for a future reservation.
  - If cancellation occurs less than 48 hours before arrival date or in case of no show, 100% of the total amount will be charged on the customer’s credit card.
  - For a stay longer than 2 nights:
    - 30 days or more before arrival date: no charge
    - Between 29 and 15 days before arrival date: 50% of the amount concerning cancelled period will be billed.
    - Between 14 and 0 days before arrival date: 100% of the amount concerning cancelled period will be billed.
  - For special offers reservation (Valentine’s day, New Year’s Eve, Christmas, Murder party, auto show…)
    - a deposit of 30% of the total amount is required. Reservations are not cancellable, not changeable and not refundable.
  - For reservations of promotional rate, early booking or last minute, a deposit of 100% of the total amount is required. Reservations are not cancellable, not changeable and not refundable.

Billing and payment:

The balance is payable upon departure.
For a long stay, Château des Avenières will draw up an invoice every 5 days payable on demand.
Credit cards accepted: Visa, Eurocard, Mastercard, Amex, Diners
The client is responsible for all charges due to bank transfers.
Should payment be made in foreign currency, the exchange rate would be the one fixed by Château des Avenières on the day of payment.

x Insurance: Château des Avenières is not responsible for any damage, breaking or theft of clients' belongings.
x Client is responsible for any damage due to his own carelessness and commits himself to restore.
x The management reserves the right to cancel all contracts in case any event occurs beyond its control (water damage, fire…).
x Litigation: all dispute will be governed by and under the jurisdiction of the local Court (Annecy). In case of litigation between the professional and the consumer, both parties must aim to find an amicable arrangement. Should this not be possible, the consumer has the possibility to seize without any cost the mediator on which depends the professional which is the “Association des Médiateurs Européens” (AME CONSO) within a year of the written request addressed to the professional. To seize this consumer’s mediator you can either:
  - Fill the form available on the website: www.mediationconso-ame.com
  - Send a letter to AME CONSO, 11 Place Dauphine, 75001 PARIS