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### **1. General Terms and Condition**

These terms and conditions apply to all reservations, bookings and any agreements for accommodation whatsoever entered into by 'the Guest' and Hotel Mareuil. A contract exists between the Guest and Hotel Mareuil once a booking has been accepted by Hotel Mareuil; by making a booking, the Guest indicates his/her acceptance of these General Terms and Conditions.

### **2. Amendment of the General Terms and Conditions**

These General Terms and Conditions may be amended at any time and without notice. Before making a booking, we recommend consulting the most recent version on our website.

### **3. General Terms and Conditions and use of our website**

The use of our website is subject to the Terms and Conditions explained below. By using this website, the Customer acknowledges that he/she is legally bounded by these General Terms and Conditions. All discounted rates advertised are limited offers, subject to availability, and may be subject to a minimum number of nights. While every effort has been made to ensure the accuracy of the information presented on the website and social networks, Hotel Mareuil disclaims any responsibility for any misinterpretation of this information by the Client.

#### **4. Use of the website**

The website can only be used by people over the age of 18, who are of legal age to enter into binding contracts.

#### **5. Online bookings and third-party websites**

Please note that different General Terms and Conditions as well as cancellation policies apply to online reservations made through Reservation Agents and other affiliated sites depending on the city, accommodation and rate type selected. Please take the time to carefully read the room rate information that is available before you make your online reservation.

#### **6. Payment terms and the credit card payment process**

With the exception of the "Non-refundable" Customer, the Customer will be required to pay the balance in full upon arrival using a nominative credit/debit card. He/she will also have to comply with the verification using the latest technology that uses chip and PIN. The Hotel Mareuil reserves the right to charge a deposit upon arrival. A guarantee of 50€ is required per night and per occupied room in addition to the payment of the stay. The Customer opting for our "Non-refundable" rate benefits from our best available prices at the time of booking. Full payment is required at the time of booking and is definitely non-refundable. As a security measure, our "Non-refundable" customers and those who have made their reservation through a third party and have paid in full for their stay will also be required to validate a pre-authorization of payment on their credit/debit card and provide valid identification upon arrival. Hotel Mareuil accepts all major credit and debit cards as well as vacation checks. Hotel Mareuil does not accept checks. Hotel Mareuil reserves the right to issue a pre-authorization of payment on credit cards used as collateral for reservations for the amount of the first night of the stay prior to arrival. Bass Hotel reserves the right to cancel reservations associated with declined or invalid credit cards. Credit/debit card transactions will be charged at the local exchange rate, Hotel Mareuil is not responsible for any additional charges that may be applied.

#### **7. Cancellations and no shows**

Cancellation of a reservation will only be effective from the date of receipt. Cancellation conditions are specific to each type of fare and are detailed during the reservation process. Cancellation must be done by e-mail. A cancellation confirmation will be sent to you. If you do not receive a cancellation confirmation, it is quite possible that we did not receive your cancellation. It is the client's responsibility to ensure that their cancellation request has been received. Cancellations must be received by us by noon (local time) two days prior to the scheduled arrival date for all reservations made through a third party partner, unless otherwise contractually agreed. Cancellations of reservations made directly on the hotel website are subject to the conditions stated in the reservation. It is important that you keep the cancellation number sent to you. If the Client does not show up or attempts to cancel within 48 hours of the scheduled arrival, he/she is considered to be in the "No Show" category and will be charged the full non-refundable amount. Cancellations are not permitted for the "Non-Refundable" rate, as long as the full amount and any extras have been charged at the time of booking. If you cancel for any reason, or attempt to change your reservation, or do not show up on the day of arrival, your payment is

non-refundable. The Client agrees that the above cancellation fee is a fair and true estimate of the loss that Hotel Mareuil would incur for cancellation of a reservation.

#### **8. Bookings made through other channels**

Bookings can be made through other sources, for instance online travel agents, tour operators or other websites that apply different cancellation policies. Please consult your booking confirmation for more information.

#### **9. Hotel Mareuil relocation policy**

While every reasonable effort has been made by Hotel Mareuil to ensure that reservations made under this agreement are able to be honored, we reserve the right to relocate any reservation to accommodation of similar size and standard in the locality. The Client acknowledges that the Hotel Mareuil accepts no responsibility for any loss or damage suffered by or caused to the Client following the relocation.

#### **10. Changes to the booking at the request of the Guest**

If the Client wishes to change their booking (e.g. change the dates of stay or accommodation requested), Hotel Mareuil cannot guarantee that they will be able to do so and accepts no responsibility for any loss, damage or additional expenses that may arise in such circumstances. While changes are not permitted for the non-refundable rate, they are permitted for flexible reservations (subject to availability) if requested no later than 24 hours prior to the scheduled arrival. Additional charges may apply if the accommodation rate for the new nights differs from the previous reservation. All requests for changes must be made in writing.

#### **11. Identification, security deposits for damages and extras - Payment card pre-authorization**

You will be asked to provide photo identification upon arrival. The bedrooms can only accommodate the maximum number of guests indicated in the description, and in accordance with the legislation concerning establishments receiving the public. No additional visitors are allowed. Upon arrival, the guest must provide the hotel with the names of all guests staying with him/her. Unfortunately, the names of any additional visitors cannot be added once the check-in has been completed. Hotel Mareuil reserves the right to charge a deposit upon arrival. Only one payment can be taken, and only the responsible person will assume responsibility for the conduct of other occupants. The payment will be used to cover incidental items including, but not limited to, breakage, damage to residence property, cleaning charges due to the room being left in an unacceptable state of cleanliness, and violations of rules such as smoking in the rooms or disturbing other visitors enjoying the hotel. The deposit may also be used by the management team in the event of additional visitors not authorized to use the hotel and its facilities. At the end of your stay without incident, the pre-authorization will be released according to the policy applied by your bank. As a general rule, it takes between 3 to 10 working days, however for some banks this period is extended. The Client should note however that with the pre-authorization system, there is no money transfer at the moment, but this will affect the available balance and the spending threshold allowed with the card, as long as the pre-authorization is in progress. Hotel Mareuil is not responsible for delays related to pre-authorization releases by credit card companies. In the event of disruption to other guests, or damage to the hotel, the cost to Bass Hotel will be deducted from the deposit paid, and only the remaining balance will be returned to the Client. If such

cost exceeds the amount of the bond, the Client agrees to indemnify Hotel Mareuil for any damages, additional cleaning costs or other expenses and agrees to pay all costs of recovery including all legal fees, and other expenses. The Client hereby gives its consent to Hotel Mareuil to charge the Client's credit card for all reasonable expenses incurred that are not covered by the Deposit.

#### **12. Check-in and check-out requirements - Key return**

The Client must comply with the rules imposed by Hotel Mareuil at the time of arrival and departure. Unless otherwise agreed, rooms are generally available from 3pm on the day of arrival. In the case of online check-in, the hotel reserves the right to verify the identification of each occupant. When paying online, the guest will be required to carry the credit card used in his/her name. The credit card used for payment will be requested by the hotel upon arrival. In the event of a dispute, the hotel reserves the right to request an alternative method of payment or to cancel the reservation. To guarantee early arrival (before 12:00 noon) it is necessary to pre-register the room from the previous night. In the event of a no-show in such circumstances, then a fee equivalent to two nights will be charged. Unless otherwise agreed, all rooms must be vacated and keys returned by 12:00 noon on the day of departure. By prior arrangement, late checkouts can be arranged for the day of departure. Late departures will incur additional charges. An additional night's accommodation will be charged for all departures made after 3pm. If the Client fails to check out by 3:00 pm. on the day of departure without prior authorization, Hotel Mareuil reserves the right to remove the Client's personal belongings from the room and accepts no responsibility for any loss or damage to these belongings.

#### **13. Facilities and services included in the price**

All rooms are fully furnished and equipped with appliances such as television, minibar, coffee machine, kettle... Meals and drinks are not included in our product offer unless mentioned in your reservation. No objects/appliances may be removed from the room. The list and rates of the objects and services are available at the hotel reception. All advertised prices include bed linen, towels, access to cable TV and Wifi Internet. The private use of Wifi is subject to French legislation, security and IP address recognition. The user is responsible for the actions committed from his access, even if they were made by a third party. The advertised price includes the standard hotel service and includes VAT at the current rate. The tourist tax, which is not included and is applicable to all persons aged 18 and over, will be collected by the hotel and indicated on the customer's invoice.

#### **14. Liability for damage to or loss of Guest property**

Unless Hotel Mareuil negligence is established by an independent body or court of law, Hotel Mareuil will not be liable for any injury to any person, loss of or damage to the property of any Guest or person staying in or visiting the rooms and or its facilities generally. Mareuil Hotel does not provide insurance for personal effects. Room safe are provided by the hotel and the Client can use them to keep their personal belongings at their own risk. Hotel Mareuil accepts no responsibility for loss or theft. We strongly recommend that the Client arrange travel and car insurance to protect against such losses.

#### **15. Liability for damage to or loss of property belonging to the hotel**

It is the Guest's responsibility to take reasonable care of the room and its contents during their stay at Hotel Mareuil. The room and all equipment, utensils, furniture, etc. must be left clean and tidy at the end of your stay, otherwise a charge may be made. We remind the Client to lock the rooms and close all doors and windows when you leave. Except in the case of normal wear and tear, you are responsible for any damage to the room or its contents during your stay, which has occurred due to negligence, willful misconduct or irresponsible behavior on your part or the part of the persons occupying the room or their guests. Any damage must be reported immediately to the Management.

#### **16. Use of Hotel Mareuil and quiet enjoyment of the premises for all visitors**

The Client shall not do anything in the accommodation that would violate the Law. The Client shall not create any nuisance to other guests or staff members. Hotel Mareuil permits the use of its residential complexes only for personal, appropriate and law-abiding use. Hotel Mareuil expressly prohibits access to its suites by persons other than those listed on the official reservation document. Hotel Mareuil and the Client agree that no occupancy rights arise from the use of the residence. The Client is not permitted to re-rent/sub-rent the room to a third party. Hotel Mareuil reserves the right to refuse entry to the hotel and accommodation to a Guest if, upon arrival, Management reasonably believes that the person is under the influence of alcohol or drugs, is improperly dressed or is behaving in a threatening, abusive or otherwise unacceptable manner. The Hotel Mareuil has a strict Anti-Party policy. Do not exceed the maximum number of people per room and noise levels must not cause a disturbance to other guests. Additional charges will be levied against a Guest's account if it is proven that a party has taken place. Maximum room occupancy is shown on your reservation confirmation. The Guest must comply with all reasonable rules and procedures of the hotel, including but not limited to health and safety procedures and requirements, and registration requirements. If during the course of a stay, Hotel Mareuil receives serious complaints about the Client or the Client behaves in a manner detrimental to the enjoyment of other clients or their guests or the Client is in violation of the Terms and Conditions, then Hotel Mareuil reserves the right to terminate the Client's stay without notice and without any obligation to refund any monies.

#### **17. No-smoking and no-candle policy**

All rooms at the Hotel Mareuil are by law non-smoking. A fee of €250 per stay will be charged if you smoke in the room. The use of candles or open flames in the room is strictly forbidden. Any act against the detection and security systems and liable to prosecution.

#### **18. Access to the rooms by Management**

The Management team and its authorized staff members may enter the rooms at any time to inspect them and carry out repairs or maintenance work.

#### **19. Complaints**

Hotel Mareuil warrants that it will use all reasonable endeavors to ensure that the accommodation selected by the Client is of good quality and properly equipped. In the event of dissatisfaction, the Client must inform Hotel Mareuil immediately of any complaint, no later than 12 hours after arrival. If Hotel Mareuil does not comply with

its guarantee and does not have the ability to correct the problem, Hotel Mareuil will, at its option, provide a replacement room (subject to availability) or a partial refund of the price paid. In no event will Bass Hotel's liability exceed the amount paid for the rental period.

## **20. Child policy**

Children under 3 years of age are accommodated free of charge in rooms where a baby bed is available.

## **21. Pets**

Small dogs may stay in the rooms for an extra charge of 15 euros per night. Guide dogs are permitted in the establishment.

## **22. Disputes**

All disputes to which the purchase and sale transactions concluded pursuant to these general terms and conditions of sale may give rise, concerning their validity, interpretation, performance, termination, consequences and consequences, and which could not be resolved between the Hotel and the Customer, shall be submitted to the competent courts under the conditions of common law.

The Customer is hereby informed that he/she may in any event have recourse to conventional mediation, in particular with the Commission de la médiation de la consommation (C. consom. art. L 612-1) or to any alternative dispute resolution method (conciliation, for example) in the event of a dispute.