

GENERAL TERMS AND CONDITIONS 2018

In order to benefit from our services, we kindly ask you to carefully read the general terms and conditions below.

Every guest recognises to be able to contract, meaning having 18 years old or more and not being under tutelage or trusteeship. The reservation implies the full acceptance of the current conditions without any reserve.

These conditions are applicable to every sale contracted with the Hotel Cap Pirate, Chemin des Dunes, 34300 Agde. They are subject to modifications at any time and the applicable conditions will be the one in force at the time of the booking.

The buyer recognizes to be perfectly informed about the fact that his agreement concerning the contents of the present general terms of sale, does not require handwritten or electronic signature of this document of this conditions.

Booking conditions

The customer recognises to have acquainted with the contents of the services, with the destination and with the booking modalities, with all the characteristics of the stay and suites. He recognizes to have requested and obtained all the necessary information to make the booking with full knowledge of the conditions. The customer is responsible for his choice of reservation and for the adequacy to his needs, so that the responsibility of Cap Pirates cannot be looked.

1. The booking

The reservation becomes effective only with the agreement of the hotel and after receiving the deposit of 30% of the total amount for the stay (to be received maximum 7 days after the booking). Passed this period and if we have not received any information from you, your booking demand will be cancelled and the facilities reserved will be released to sale.

The hotel Cap Pirate reserves the right to accept or refuse, depending on availability, and all circumstances likely to affect your booking.

You can neither sublet on no account nor transfer your reservation without the prior consent of the hotel Cap Pirate.

Minors must be accompanied by their parents or legal guardians.

The direction reserves the right to change the assigned number of suite and cannot guarantee the preferences.

Access to the site of the hotel Cap Pirate for any additional vehicle will be charged 15 € per day and per vehicle, upon availability and with mandatory booking.

2. Prices and tourist tax

The rates for all of our stays, suites and secondary sale services are available on our website. Rates are valid for the season 2017. They are for one night, applicable in euros and including all taxes except for the tourists taxes determined by the city and applicable per adult (18 yrs old).

3. Booking fees

Booking fees are offered.

4. Cancellation and modifications

The stay at the NANR rates is non-cancellable non-refundable. The total amount of the

reservation will be charged in case of cancellation, modification or no show.

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4.1 Cancellation insurance

The standard rate includes cancellation insurance. The amount this cancellation insurance corresponds to 12% of each night booked.

30% of the total amount of the stay will be requested at the time of booking. The balance will be paid at the latest at the time of the arrival at the hotel

In case of cancellation more than 2 days before arrival, the stay will be fully refunded.

For cancellation 48 hours or less than 2 days before arrival, only the amount corresponding to the 30% requested at the time of booking will be retained.

Check-in

The suite can be occupied from 4PM. The day of arrival each occupant shall provide the hotel with an identity document (passport, or European ID). For children who do not have ID, a photocopy of the family book or passport, where the name and surname of children appears, will be requested.

During your stay

1. Losses, theft, damage

The hotel Cap Pirate declines any liability or responsibility for theft, fire, bad weather and incidents, the customer liability is the one to be engaged.

All accommodations are equipped with a safe, we invite the customers to use them.

The customer will be responsible for any damage or incidents happening due to the customer or occupants actions. This responsibility is applicable to the premises, furniture, decoration belonging to the hotel or not. Therefore, the hotel can ask the customer to leave the premises without any refund or further notice and to repay the damages caused.

All common areas and suite are non-smoking zones. Any violation of this rule will result in a 450.00€ fine per stay.

2. Pets

Pets are forbidden in suites, on the beach, around swimming pools and within the hotel premises.

Any violation of this rule will result in a 250.00€ fine per day.

Check-out

The suite must be freed before noon.

For any delayed departure and until 6PM 50% of the following night will be charged, Passed this period the full night will have to be paid. Nevertheless, this modalities do

not confer you the right to stay an extra night without consent of the hotel.

Others conditions

1. Personnel data protection

The information you provide during your booking will not be transmitted to third parties. This information will be considered by the hotel Cap Pirate as confidential. They will be used only by internal services for processing your booking and to reinforce and personalise communication and the supply of services reserved for customers.

Under the Data Protection French law of January the 6th 1978, you have a right of access, rectification and opposition to personal data about you. To use it you have to make the request by email or post.

2. Dispute support

Any potential complaint concerning non-compliance of facilities with regard to contractual obligations must be notified in writing (recorded delivery) to the manager of the hotel within 30 days of departure. Passed this delay, the complaint may not be considered.

3. Online booking

As previously indicated, the customer can book his stay online on the site www.cap-pirate.com.

When the customer has finalized his booking, the hotel Cap Pirate confirms the reservation by email, which also refers to these general conditions of sale. The booking is considered definitive after the receipt by the customer of the confirmation e-mail. This confirmation is the date of conclusion of the contract of sale and date of acceptance of these terms and conditions.

4. Online payment

All necessary means are implemented to ensure the confidentiality and security of data transmitted over the web. As such, the website uses a SSL secure payment module (Secure Socket Layer) so that the transmitted information is encrypted by software and no third party other than the person mandated by the online payments can take knowledge.

TARIFS

<http://www.cap-pirate.com/wp-content/uploads/2017/10/tarifs-Affichage-accueil.jpg>