

PREAMBLE

These general conditions apply to all hotel LA MOURRA 5* guests, for the reservation of rooms and suites and all the services performed by the hotel.

Every booking implies that the customer agreed upon the present general conditions of sale.

GENERAL GUEST OBLIGATION

The customer agrees to use all the facilities of the hotel with due precaution and discernment in accordance with the present conditions of sale. The guest cannot accommodate other people than those provided at time of reservation, without the express consent of the hotel management.

BOOKING

CONFIRMATION OF OPTION

In order to confirm a reservation, a deposit will be required as follows:

During the « High Season » weeks (from 20/12/19 to 07/01/20 inclusive and from 07/02/20 to 22/02/20 inclusive)

- 50 % of the total amount for all stay of more than 2 nights
- 100% of the total amount for all 1-night stay

For the rest of the season

- 30 % of the total amount for all stay of more than 3 nights
- 50 % of the total amount for all 2-night stay
- 100% of the total amount for all 1-night stay

The deposit will be deducted from the bill at the end of the stay.

CANCELLATION

It is reminded to the client, in accordance with Article L. 121-20-4 of the Consumer Code, it does not have the right of withdrawal as provided in Article L. 121-20 of the Code of consumption, since the services are provided on a date or at specified intervals.

All cancellations must be sent by e-mail or fax. Only the date of receipt by LA MOURRA 5* is valid.

- **At least 45 days before arrival (60 days during the “high season” weeks)**, the full deposit is reimbursed with a deduction of 50 € per room for management fee.
- **Less than 45 days before arrival (60 days during the “high season” weeks)**, the deposit is kept in full (not refundable), whatever the reason for the cancellation. No other fees will be applied. An invoice can be provided for the guest personal insurance.

MODIFICATION

All modification (change of dates, shorten stay, etc.) must be sent by e-mail or fax. Only the date of receipt by LA MOURRA 5* is valid.

- **At least 45 days before arrival (60 days during the “high season” weeks)**, a fixed price of 50 € per room is charged for management fee.
- **Less than 45 days before arrival (60 days during the “high season” weeks)**, modification is no longer possible. The amount of the stay as specified in the booking confirmation will be due in full.

NO-SHOW

In case of a no-show, the booking is automatically cancelled. The full amount of the reservation initially booked will not be due but the deposit paid is kept. The deposit is non refundable or cannot be postponed for another stay.

EARLY DEPARTURE

Any stay, once started, must be paid in full.

In case of early departure, the amount of the stay as specified in the booking confirmation will be due in full.

ARRIVAL AND DEPARTURE

Rooms are ready at 3 pm on your arrival day, and must be released by 12 noon on your departure day.

An early or late check-in should be mentioned before arrival.

A late check-out after 12 noon, **on previous request and depending on availability**, may result additional charges.

NON-SMOKING

All our rooms are strictly non-smoking. We request our guest to smoke only outside on the balcony; a pocket ashtray is available in the room. If smells of cigarettes and/or damages due to tobacco consumption are inflicted in the room, the hotel may reserve the right to invoice the cost of the cleaning service.

RESTAURANT

BREAKFAST

Breakfast is served buffet-style in our restaurant, or in the room with supplement.

If our guests wish to have dinner in one of our restaurants, we highly recommend that they book a table in advance (subject to availability).

FOOD SERVICE

At lunch, the hotel bar provides a light selection (hot and cold), a child menu and in the afternoon, a large choice of pastries.

For dinner, a **Japanese influenced cuisine** is served for a marvelous and friendly dinner.

In addition, a room service menu is available 24h/24.

WELLNESS SPA

Free entrance to our Wellness Centre: heated indoor swimming pool 17 meters long, sauna, steam room and relaxation room.

Our physiotherapists and osteopath provide a wide range of massages, on request and on supplement.

Spa "My Blend By Clarins": our beauticians propose our clients a full range of "Clarins" personalized massages and treatments, on request and on supplement.

OTHER INFORMATION

Animals are accepted in the room with a supplement of 30 € per day, per animal (does not include meals). They are forbidden in our Spa and the restaurant.

We do not have any extra bed.

Baby cot (up to 3 years old) can be added for free in all our rooms.

The parking is on supplement: 22 € per vehicles and per day (indoor garage, directly accessible from the Hotel)

HOTEL VILLAGE LA MOURRA 5 *** - Famille CERBONESCHI**

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