

Hôtel Céleste

Hôtel - Restaurant

The general conditions and the internal regulations form a whole which is an integral part of the hotel contract and whose acceptance is mandatory before the conclusion of the sale. The reservation request entails adherence to these provisions and their complete and unreserved acceptance.

INTERNAL RULES

Article 1 :

The hotelier has the freedom not to receive guests whose attire is indecent and neglected, and whose behavior is noisy, improper, drunk, contrary to good morals and public order. Any person wishing to stay at the hotel is required to make their identity and that of the people accompanying them known.

Article 2 :

Opening hours.

The hotel welcomes you from 7 a.m. to 10 p.m. Breakfast is served from 7 a.m. to 10:30 a.m. on weekdays, from 8 a.m. to 10:30 a.m. on Sundays. Do not hesitate to contact us for an earlier breakfast.

Article 3 :

Occupancy of rooms.

The customer may not bring into the room third parties not known to the hotelier, unless authorized by the latter. Similarly, the customer may not rent a room for a number of people greater than that provided for by the regulations in force.

Article 4 :

Access to the rooms.

Upon arrival, unless otherwise agreed by the hotelier, the customer cannot demand to occupy the room before 3 p.m. The nightly rental ends at 11 a.m., the keys must be returned at 11 a.m. If the keys are not returned at the indicated time, €30 will be charged per hour of delay (any hour started is due). For last-minute reservations without payment of a deposit, without news from the customer by 7 p.m., the rental will end and the room may be re-let.

Article 5 :

Key management.

The room key is an electronic key that the customer can keep on him. However, he must not entrust it to a third party and must be returned on the day of departure. In the event of non-return, the hotel will charge €15 and will debit the amount from the customer's credit card.

Article 6 :

Nuisances and respect for the rest of other guests.

Noise, even during the day, is prohibited. Any guest causing disorder or scandal in any form whatsoever will be asked to leave the hotel immediately and without reimbursement. In the interest of the tranquility of the establishment, all noise must cease between 10:00 p.m. and 8:00 a.m. For the respect and rest of other guests, be careful not to slam doors or make too much noise, particularly between 10:00 p.m. and 8:00 a.m. Any noise from the neighborhood linked to the behavior of a person may lead the hotelier to ask the latter to leave the establishment without it being necessary to carry out acoustic measurements, since the noise generated is likely to disturb the peace of the customers (art. R.1334-30 and R; 1334-31 of the Public Health Code). A hotel room is a place of rest. All commerce is strictly prohibited there.

Article 7 :

Responsibilities.

The customer must use the rented item as a "good father". The rooms made available to our customers are checked, functional and in good condition. Children are the sole responsibility of the customer. It is forbidden to run, roll (skate, scooter, ski boots, etc.) or shout in the establishment, day or night. Animals that the hotelier has accepted in the establishment are also the responsibility of the tenant of the room. It is forbidden to leave them unattended in the room. In the event of a problem, the customer will have to incur civil liability. In the event of damage, the hotel reserves the right to charge the customer for the cost of repair, cleaning or replacement. The same applies to any infraction noted after the customer's departure; the amount of compensation will be debited from the customer's card. The hotel may require in the event of voluntary or involuntary damage to equipment, objects, furniture belonging to the hotel, a full refund with a penalty and damages of €1,000 to €2,000. The hotel may require in the event of flooding or water damage, voluntary or involuntary, a full refund of the damage caused. In the event of damage in other rooms, a refund of the nights of other guests will be required. The hotel may require a cleaning fee of €60 if the room is left in a condition that is deemed unsuitable. In the event of

damage to bedding, box springs, the hotel will require reimbursement of the damage with a minimum fee of €1,500 for repairs and for the inability to re-let the rooms. Generally speaking, the customer will have to pay the damage caused directly to the hotel. They can call on their insurance (if they wish to be reimbursed) for all voluntary or involuntary damage that they cause during their stay. Any damage or nuisance caused voluntarily or involuntarily must be paid by the person who reserved the room, the same applies to damage caused by their pet. Failure to comply with the regulations, safety and hygiene rules, and any damage or negligence that could result in direct or indirect damage to equipment, people or future services, are the responsibility of the customer and will be billed. The customer is responsible for their physical access conditions and we decline all responsibility in the event of effects resulting from the services. If the customer suffers from health problems (circulatory, cardiac, respiratory disorders, allergies, asthma, etc.) or if you are pregnant, do not forget to inform us. We decline all responsibility in the event of physical damage (falls - burns linked in particular to wearing jewelry) or material damage, loss or alteration of jewelry, cameras, telephone, etc.

Article 8 :

Article 8: Respect for the premises: hygiene and safety rules Prohibitions.

Respect for the premises: hygiene and safety rules Prohibitions. A decent attitude, marked by restraint and discretion is required in order to respect the serenity of the premises. It is forbidden to introduce glass objects, to consume alcoholic beverages, illicit substances, and to smoke. Any failure to comply with hygiene and safety instructions will result in the eviction without notice of any person whose behavior goes against these rules.

Article 9 :

Medical restrictions.

Before any service, make sure that your state of health allows it.

Article 10 :

Prohibitions.

For safety reasons and for the respect of everyone, smoking is strictly prohibited throughout the hotel. In accordance with Decree No. 2006-1386 of 15 November 2006 setting out the conditions for implementing the smoking ban in places used for collective purposes, smoking in the hotel will result in an additional charge of €90 or legal action. Any untimely triggering of the fire alarm for failure to comply with this provision will result in a charge of €150 for the cost of restoring the fire safety system. Similarly, it is forbidden to cook in the rooms, eat meals or bring drinks not provided by the hotel, or do your laundry there. It is also forbidden to store food in the room.

Article 11 :

"Informatique et liberté".

In application of Law 78-17, known as "Informatique et liberté", customers are informed that their reservation is subject to computerized nominative processing. Users have a right to access and rectify the data entered, which is exercised at the head office: SARL CELESTHOTEL 32 Rue Lamartine 31110 LUCHON. It is specified that this information is not communicated to third parties. The CELESTE Hotel offers free Wi-Fi internet access. The user client undertakes that the IT resources made available to him/her will not be used in any way for the purposes of reproduction, representation, provision or communication to the public of works or objects protected by copyright, by a related right such as texts, images, photographs, audiovisual musical works, software and video games, without the authorization of the holders of the rights provided for in Books I and II of the Intellectual Property Code when this authorization is required

Article 12 :

Acceptance of the regulations and general conditions of sale.

The hotel's internal regulations apply to all reservations. Any stay entails acceptance of the special conditions and the hotel's internal regulations. Failure to comply with the above provisions will result in immediate termination of the contract and financial penalties will be applied. In the event of non-compliance with the hotel's internal regulations, the customer will be asked to leave the hotel without being able to demand any reimbursement.

Article 13 :

Applicable law.

These Internal Regulations and the General Terms and Conditions of Sale are governed by French law. This applies to both substantive and formal rules. Disputes will fall under the exclusive jurisdiction of the French courts.

IN THE EVENT OF NON-COMPLIANCE BY THE CUSTOMER WITH ONE OF THESE CONDITIONS, THE HOTELIER WILL BE OBLIGED TO INVITE THE CUSTOMER TO LEAVE THE ESTABLISHMENT IMMEDIATELY AND WITHOUT ANY COMPENSATION