



# LA MAGDELEINE

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Mathias Dandine

## **GENERAL CONDITIONS OF SALE – GROUPS AND SEMINAR RESERVATION**

Any reservation is considered firm and final upon receipt of a deposit. All reservations must be confirmed by a deposit up to 50% of the total amount. The payment of the deposit implies full acceptance of these conditions. Any specific mention notified on the quotation may prevail over these conditions of sale.

### **Booking conditions:**

Payment: In order to guarantee your event, the payment of 50% of the total amount (agreed on the quotation) is requested upon reservation. Only this payment will be valid for confirmation of the event. The balance is to be paid 7 days before the date of arrival.

Failing receipt of this payment, we may not be able to honor your reservation.

Any balance of payment will be due on site, at the end of the event by credit card.

Any extra service not mentioned on the quote will be payable directly on the day of departure/on the day of the event, unless billing instructions mention differently.

The reservation is guaranteed according to the rates and conditions indicated for the chosen period.

The rates may be adjusted by the Establishment if the number of people occupying the room(s) or the meeting room(s) does not comply with the number of people booked.

### **Payment method accepted in case of payment on site (balance and extras):**

Cash and Visa, Mastercard and American Express credit cards.

### **Credit Card Guarantee – Liability – Damage – Improper Use**

Pursuant to Articles 1732 et seq. of the French Civil Code, the Guest shall be liable for any damage, loss or deterioration occurring during the stay in the room allocated to the Guest, as well as in the common areas of the establishment. This liability extends to any persons accompanying or visiting the Guest.

Any damage, deterioration, breakage, loss of items, theft, damage to movable or immovable property of the Hotel, as well as any improper use of the equipment provided, shall be charged at the cost of repair, replacement or reinstatement.

In the event of an abnormal state of cleanliness requiring deep cleaning or specific intervention (linen, carpets, furniture, persistent odours, etc.), additional cleaning fees may be charged.

Where damage or failure to comply with the rules of use results in the temporary unavailability of the room, the Hotel reserves the right to charge, in addition to repair costs, compensation corresponding to the loss of revenue resulting from the room being out of service.

As a guarantee, the Guest expressly authorises the Hotel to debit the credit card provided at the time of booking or check-in for the amounts due in respect of the aforementioned damage, fees or compensation. The Guest shall be informed of the findings and the amount charged, upon presentation of any relevant supporting documentation.



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## **Terms of cancellation:**

Any cancellation must be made by email or written letter and confirmed by the hotel.

- For any cancellation notified more than 3 months before the date of arrival: no charge.
  - In case of cancellation between 3 months and 1 month before the date of arrival: 50% of the total amount of the last quotation will be charged.
  - Cancellation less than 1 month before the event: the full amount of the last signed quotation will be due as compensation.
- In case of early departure or no-show, the full amount of the stay will be due.

## **Partial cancellation conditions:**

### Hotel and seminar:

- Up to 1 month before the event: the number and list of people accommodated may change with maintenance of the proposed rate, insofar as the reduction in rooms and/or covers does not exceed 50% of the number agreed on the last quotation. Beyond that, a new rate proposal may be submitted by the Establishment. Thus, the number of rooms and covers confirmed 1 month before the event will serve as the minimum basis for invoicing in the event of partial cancellation or withdrawal of person.

### Restaurant:

- Up to 7 days before the event: the final number of guests must be confirmed and will serve as the basis for final invoicing in the event of partial cancellation or withdrawal. Note that this new number of guests should not be less than 70% of the initial number estimated for the confirmed quotation. In the event of a higher partial cancellation, a new rate proposal may be submitted by the Establishment.

## **Information needed 15 days before your arrival:**

- Address and billing instructions;
- List of participants with civility, first and last name;
- Detail and hourly organization of each day;
- Any special request;

## **Catering:**

- A single menu for all the guests will be established by the Chef and will thus be submitted and served during your event;
- Desire for room plans and table placements if necessary and according to the possibilities of setting up the Establishment;
- Any allergies or dietary restrictions.

## **Accommodation:**

- Final rooming list and installation of the rooms (single, twin or double) as long as it does not affect the quotation and the number of rooms.

Our rooms and suites are available from 4 p.m. on the day of arrival. Rooms must be released before noon on the day of departure. Any exceeding of this time period may result in the invoicing of an additional night at the displayed rate.

The hotel is not accessible to people with reduced mobility. All public areas of the hotel and rooms are non-smoking.



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**Seminar:**

- Request for room plans and table placements if necessary and according to the possibilities of setting up the Establishment;

All our seminar rooms are equipped with a screen or video projector, paperboard, wifi and conference kit (notepad, pen or pencil, mineral water).

**Services:**

Our Bistrot Le Grand Café and the Michelin-starred gourmet restaurant Mathias Dandine welcome you for your lunches and dinners by prior reservation only.

The hotel bar closes at 11pm.

The access to pool is complimentary for hotel guests and available until 7 p.m. Be informed that it is unsupervised swimming and thus under the responsibility of the signatory of the quotation.

Any intervention of an external service provider must be subject to the acceptance of the Establishment and shall be properly insured for the performance of its service.

The Establishment offer its clients a free parking.

Free Wi-Fi is available throughout the property.

**COMPETENT JURISDICTION (DISPUTE RESOLUTION)**

Pursuant to Law No. 2016-301, the customer may, if they wish and without this being mandatory, have recourse to a consumer mediator for disputes arising from consumer transactions, whose contact details are as follows:

MTV Médiation Tourisme Voyage

CS 30958 – 75383 Paris Cedex 08 – France

<https://www.mtv.travel>

*Following Decree No. 2021-955 of July 19, 2021, we may ask our clients to kindly present us a "Sanitary Pass" upon their arrival at the Hotel or Restaurant. This measure is subjected to change according to the current legislation at the date of arrival.*