



PARIS

## LEGAL MENTIONS

### **PUBLISHER**

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## GENERAL TERMS AND CONDITIONS OF THE HOTEL

### **CANCELLATION AND MODIFICATION POLICY**

If you have made your reservation on our website or through an online travel agency, you can only cancel or modify your reservation through the link on your confirmation email and according to the terms and conditions of sale.

If you have made your reservation directly with the hotel, all cancellation or modification request must be made in writing either by email or fax.

The cancellation or modification of any reservation is subsequently validated with a confirmation or cancellation reference.

#### **- Cancellation or modification fees**

If you have booked an offer with flexible cancellation conditions (BAR, RACK or PACKAGE rates):

D-3 days before arrival: Cancellation/Modification without charge

D-2 days until 12:00 AM Paris time or No show at the hotel: Cancellation/modification fee of one night

If you have booked a non-cancellable/non-refundable offer (PROMO or SMART rates) :  
The full amount of the stay is charged at 100% at the time of booking.

This amount is neither refundable nor exchangeable and the dates of the stay cannot be modified.

In case of no-show at the hotel, we keep the room until 12 noon (local time) the following day. Without any written indications from our guest by this time to maintain the reservation, it will automatically be released.

#### **TAXES**

The rates are displayed including VAT but the city taxes are not included (11.38€ per adult and per night).

#### **ARRIVAL TIME / DEPARTURE TIME**

Your room will be available at the reception desk from the time indicated below

**Arrival time (from): 15.00 hrs.      Departure time limit: 12.00 hrs.**

On the day of your departure, you must vacate your room no later than the time indicated above.

Failure to comply with this departure time limit may result in the billing of an additional night.

Early check-in or late check-out must be requested and confirmed with the person in charge of Reception on the day of arrival or departure and may incur additional charges.

It is recommended that you use the "Comments or additional information" box on the booking form or notify us by email to indicate your estimated arrival time, especially if this is before our scheduled arrival time.

## **PROCEDURE TO FOLLOW ON ARRIVAL**

Upon arrival, the guest and all accompanying persons must provide valid ID that corresponds to the name on the room reservation:

- Identity Card or Passport for European Nationals
- Passport for all other nationals.

In addition, the name on the credit card used to make the reservation must match the identification provided and must be presented on arrival **If a deposit payment was made at the time of booking.**

If the room has been reserved by a third party, the person present must provide a new credit card in their name and corresponding to their own identification.

A preauthorization check of the total amount of all room nights + 60€ per night and per person will be taken at check in. Cards accepted: Visa, Mastercard and American Express. The name of the cardholder must match the name of the person staying at the hotel

The incidentals will be verified with the customer upon departure.

If a cash deposit was made as a guarantee and no extras have been charged, the amount will be returned to the guest.

Minors are not allowed to stay in our establishment without the presence of a legal guardian.

## **EXTRA PERSON IN ROOM**

An extra bed can be added in some of our Junior Suites, Prestige Suites and Apartments on request only.

A supplement of 150€ per night will be added to your bill for an extra person over 11 years old in the room.

Children under 12 and babies will be accommodated free of charge subject to availability and if the room allows it (Suites, Prestige Suites and Apartments). The maximum occupancy of our rooms is 3 people, for further information please contact the hotel.

The identity of each person staying at the hotel must be mentioned at the time of booking and must provide a valid ID upon arrival at the hotel.

## **SPECIAL CONDITIONS FOR GROUPS**

From 5 rooms upwards, all reservations are considered as group bookings and therefore special conditions may apply.

## **PAYMENT AND VALIDATION OF THE RESERVATION**

Payments should be made with one of the cards listed below, through our secure web pages or directly at the hotel.

A pre-authorization of the first night's rate can be made by the hotel at the time of booking. Visa / Eurocard - Mastercard / American Express for guarantee and prepayment  
Maestro for payment on site only

## **PAYMENT AND BILLING CURRENCY**

Your invoice will be made out in EUROS.

## **NON-SMOKING POLICY**

Villa-des-Prés is an entirely non-smoking establishment.

In the event of non-compliance with this policy, the cost of cleaning the room to eliminate tobacco odours, as well as the immobilisation of the room will be charged the amount of one night penalty.

## **INCIDENTS, DAMAGE**

The rooms made available to our guests are checked, functional and in good condition. Guests are invited to report any shortcomings immediately to the hotel reception.

Please note that any room nights or incidentals (minibar, Diptyque product dispenser) not settled at check-out will be billed on the credit card given upon arrival.

Any damage done in the room and noticed after check-out will be billed on the credit card given upon arrival. The front desk can provide the guest with an invoice for these charges.

## **PET POLICY**

We are happy to welcome dogs if they are well-behaved, clean and small on request only. An additional charge of 30€ per day per animal in the room will be applied to your bill. Please note that our four-legged friends are not permitted in the catering areas of the establishment.

## **PARKING**

We inform you that there is a covered car park near the hotel (Parking Marché St Germain located on 14 rue Lobineau).

The rate is 65€ per 24 hours, from 12 noon on the day of arrival, to 1pm the day of check out.

We would be happy to keep your car longer at the parking on the day of your check out. Kindly note that extra charges will incur : 35€ from 1pm to 4pm and 65€ after that.

## **LUGGAGE**

Villa-des-Prés cannot keep luggage in storage in between two stays, no matter the size of the piece of luggage. Our concierge team will be happy to recommend the nearest lockers to leave your items.

## **GENERAL DATA PROTECTION REGULATION**

The General Data Protection Regulations (GDPR) came into force on May 25th 2018. This regulation was implemented at an European level in order to reform data protection rules in the EU by updating and modernizing existing standards (European directive of 1995). As part of your relationship with Villa-des-Prés, your personal and/or professional details are currently stored internally at 29 rue de Buci, 75006 Paris on a secure server. None of your information is rented nor sold.

We would like to ensure that you agree that we may keep your contact details and receive information relating to current events and the services we offer (booking confirmation, assistance before, during and after your stay, satisfaction questionnaire, personalised offers).

In case of disagreement, you can exercise your rights of access, rectification, modification, deletion or opposition by clicking on the unsubscribe link at the bottom of this e-mail, by sending us an e-mail to [dpo@villadespres.com](mailto:dpo@villadespres.com) or by post to:  
Villa-des-Prés 29 rue de Buci 75006 Paris

## **FACE AND BODY CARE**

We offer massages and facials in our SPA, exclusively reserved for our guests, between 7am and 9pm (time of the last treatment). An extra charge of 30€ will incur for all treatments booked between: 7am-9am and 8pm-10pm.

## **MODIFICATION AND/OR CANCELLATION POLICY**

If you wish to change or cancel your reservation, please let us know at least 24 hours before your treatment begins. In case of no-show or cancellation less than 24 hours before the treatment, the treatment will be considered used and will be fully charged.

## **RIGHT TO RETRACT:**

In accordance with article L221-28 of the Consumer Code, the consumer does not benefit from the right of withdrawal.

## **RIGHT TO REGISTER ON THE LIST OF OPPOSITION TO COLD CALLING:**

In accordance with article L.223-1 of the French Consumer Code, consumers who do not wish to be the subject of telemarketing by telephone may, free of charge, register on a list of opposition to cold calling. This list is accessible through the following website: [www.bloctel.gouv.fr](http://www.bloctel.gouv.fr).

The General Terms and Conditions are governed by French law, without being a hindrance to any mandatory protective provisions practical in the country of residence of consumers.

## **APPLICABLE LAW AND RESOLUTION OF DISPUTES**

SARL Villa-des-Prés also informs the Customer of the existence of a European Online Dispute Resolution platform ("ODR") to which he may turn to. The Customer can access this platform through the following link: <https://ec.europa.eu/consumers/odr/>

## **CONSUMPTION MEDIATION:**

According to article L.612-1 of the Consumer Code, it is recalled that *"all consumers have the right to have free recourse to a consumer mediator with a view to amicably resolving the dispute between them and a professional. To this end, the professional guarantees the consumer effective submission to a consumer mediation system."* To this end, Villa-des-Prés offers its Consumer Clients, in the context of disputes which have not been resolved amicably, the mediation of a consumer mediator, the AME CONSO, whose contact details are as follows: [administratif@mediationconso-ame.com](mailto:administratif@mediationconso-ame.com) - +33(0) 9 53 01 02 69 - [www.mediationconso-ame.com](http://www.mediationconso-ame.com)