

L'Auberge des Artistes General Terms and Conditions of Sale and Internal Rules ARTICLE 1: APPLICATION OF THE GENERAL TERMS AND CONDITIONS OF SALE (GTC). 1.1 These general conditions of sale apply to the accommodation and catering services provided by the Hotel Restaurant L'AUBERGE DES ARTISTES in Rives-d'Autise 85240, hereinafter referred to as "the Establishment". "The customer" in the text means the natural or legal person holding the credit card used for the reservation and/or prepayment.

The general conditions of sale and the special general conditions of sale as well as the internal regulations form a whole which forms an integral part of the contract of sale and whose global acceptance is obligatory before the conclusion of any sale. These General Conditions of Sale and Internal Regulations are permanently accessible on the establishment's website as well as in paper version in each room. The Establishment reserves the right to apply special general conditions of sale depending on the size and period of the reservation.

1.2 Responsibilities

1.2.1 Any client of the establishment acknowledges having the capacity to contract, i.e being of legal age and not being under curatorship or guardianship. The customer is solely responsible for his choice of services and their suitability for his needs, so that the establishment cannot be held liable in this regard.

1.2.2 Under no circumstances can the establishment be held liable for circumstances of force majeure, fortuitous event or act of a third party, prohibiting, modifying or causing the poor performance of the contractual services, including due to the customer himself, even.

1.2.3 Even if every effort is made to ensure that the photographs, graphic representations and texts reproduced to illustrate the hotels and restaurants give as accurate an overview as possible of the accommodation services offered, variations may occur. The customer cannot claim any claim as a result.

1.2.4 Any irregular, inefficient, incomplete or fraudulent reservation or payment for a reason attributable to the customer will lead to the cancellation of the order at the customer's expense.

ARTICLE 2: RESERVATION

Any reservation implies on the part of the Customer full and unreserved acceptance of these conditions, to the exclusion of any other document such as prospectuses, commercial documents, etc. In the event of a contradiction between the provisions appearing on an estimate signed by the Customer and those appearing in these C.G.V., the provisions of the estimate prevail.

ARTICLE 3: BOOKING CONDITIONS

3.1 The reservation can be made directly with the establishment by telephone or on its website or via the Internet reservation center (Booking.com)

3.2 The reservation only becomes effective after verification by the establishment: • the validity of the customer's bank card • the electronic prepayment agreement for the amount concerned for the entire stay.

- the agreement for a possible deposit registered by the establishment on its Electronic Payment Terminal Reservations which are not guaranteed by the means mentioned above, are not taken into account.

ARTICLE 4: PAYMENT

4.1 The room rate is established by the day and payable in advance. Failure to pay will result in the immediate expulsion of the customer subject to legal proceedings for the settlement of his due.

4.2 The means of payment accepted are as follows: Visa, Euro/Mastercard, Chèques Vacances and Tickets Restaurant. Private bank checks for an amount greater than €80.00 are not accepted.

4.3 We ask everyone staying in our establishment to present an identity card for any type of payment. If you cannot provide us with this document, we will be forced to refuse your room rental request.

4.4 During the prepayment, the amount which is debited during the reservation includes: the price of the accommodation, the taxes linked to the accommodation, the price of the catering, the taxes linked to the catering and all other additional services selected by the customer excluding tourist tax.

4.5 Any late payment will result in the invoicing of late payment penalties equal to one and a half times the legal interest rate in force without prior notice. All the costs that the Establishment would have to bear in respect of the collection of debts remaining due, will be borne by the Customer.

ARTICLE 5: RATES

The Rates are always expressed inclusive of all taxes, except for the tourist tax which is never included. The tourist tax indicated is to be paid on site at the hotel. All prices are expressed in euros and are subject to change without notice. The applicable rates are those in effect at the time of booking. Unless otherwise stated, additional services are not included in the price. THE TOURIST TAX is in force in the municipality. It is payable on site and applicable per person and per day.

ARTICLE 6: CONDITIONS OF STAY

The hotelier has the freedom not to receive customers whose dress is indecent and neglected, customers with noisy or incorrect behavior, customers whose behavior is contrary to good morals and order audience. NUISANCES: To respect the rest of other customers, be careful not to slam the doors or make too much noise, especially between 10 p.m. and 8 a.m. Any neighborhood noise related to the behavior of a person or an animal under his responsibility, may lead the hotelier to invite the customer to leave the establishment without the need to carry out acoustic measurements, as soon as the noise generated is likely to affect the tranquility of the customers (art. R.1334-30 et R; 1334-31 of the Public Health Code). A hotel room is a place of rest. All trade is strictly prohibited.

THE ROOMS :

The rooms are rented for the number of people indicated corresponding to the type of room and for the number of beds occupied in the room:

- Double room: 1 or 2 people maximum
- Quadruple room: 2 to 4 people maximum. To comply with hotel security rules, no additional person should be accommodated. In the event of a breach of this

regulation, the establishment reserves the right to invoice the customer for the cost of the room(s) corresponding to the number of people observed in excess or of additional beds occupied, in the presence of the customer or not, at the rates of the rooms in force at the time of the transgression of the rules of procedure. The establishment will debit the credit card of the unscrupulous customer.

DRINKS AND FOOD

The customer may not bring any food or drink from outside without having obtained an exceptional exemption from the Management. The latter reserves the right to impose, in this case, a corkage fee.

EXTRA

All extras must be paid for unless otherwise specified by the customer on site by each participant. In the absence of payment by the participants, these sums will be directly invoiced to the customer who is jointly responsible for their payment.

DAMAGE:

In the event of damage to furniture and interior and exterior decoration, deterioration or theft of linen, the hotel reserves the right to invoice the customer for the cost of repair or replacement for an amount equal to the amounts incurred. During the stay, a key to the room and a key to the hotel entrance allowing free access will be given to the client; in case of loss, the repair will be invoiced 25.00€. Remember to bring the keys back to reception when you leave.

The establishment declines all responsibility for luggage or objects left in public places.

IN CASE OF INTERRUPTION OF THE STAY, no refund will be made. Likewise in the event of early departure, the stay is due in full. Delays in arrival or early departures can in no case give rise to reimbursement.

USE OF THE ROOMS:

The rooms made available to our customers are checked, functional and in good condition. Any occupation of the room entails "ipso facto" recognition by the customer of the inventory of furniture and decoration according to the register kept by the establishment. Our customers are invited to report any breach immediately to the hotel reception. The management draws the attention of its customers to ensure that the door to the room remains firmly closed. It is forbidden to use gas or electric appliances in the rooms other than those made available (examples: Kettle, hair dryer, etc.)

SMOKING:

We recall that the smoking ban has been in force in all public places since January 2, 2008. It is also absolutely forbidden to smoke in the rooms for obvious reasons of safety and comfort (non-compliance will result in compensation from 80.00 €/night).

6.1 Arrival:

The installation of the customer in the room is authorized from 5:00 p.m. on the day of arrival.

6.1.2 Late arrival:

Any late arrival after 7:00 p.m. without having informed the establishment will be considered as a no-show: i.e. a cancellation by the customer without prior information. Any late arrival after 7 p.m.

must necessarily be subject to prior agreement and is billable at the following scale: Arrival between 7 p.m. and 8 p.m.: supplement of €15/room

Arrival between 8 p.m. and 9 p.m.: supplement of €25/room After 9 p.m.: reception is no longer possible.

6.2 Departure:

The room must be vacated before 10:00 a.m. on the day of departure. Any departure after 10:00 a.m. will result in the invoicing of an additional night. Payment must be made before 12 noon.

6.2.1 Late departure:

The late departure of the customer after 10:30 a.m. and before 2:00 p.m. is possible subject to availability with a notice period of 24:00 and gives rise to an additional charge of €25.

6.3 Cot:

The maximum number of cots in the room is one. The cot is only available on request with sheet if needed and it must be confirmed by the establishment.

A supplement of 5.00€ will be charged for the installation of a cot. Supplements are not calculated automatically in the total amount of the reservation on the establishment's website or central internet reservation intermediaries and must be paid separately directly with the establishment.

The establishment reserves the right to assess the nuisance suffered and to unilaterally end the customer's current stay. The amount corresponding to the entire stay initially planned will be cashed.

ARTICLE 7 – CANCELLATION

7.1 Cancellation information:

To be taken into account, any cancellation request must be made by e-mail (e-mail), by telephone or through internet reservation centers.

7.2 Cancellation conditions:

- More than 31 calendar days before the date of arrival: all is reimbursed by the establishment to the customer,
- From 15 to 31 calendar days before the date of arrival: half is reimbursed by the establishment to the customer, the balance is retained by the establishment.
- Less than 15 calendar days before the date of arrival: all is kept by the establishment.
- In the event of non-arrival without prior cancellation (no-show), the price of the entire stay is payable by the client. In the case of retention of invoicing of the Price of the Stay for non-arrival of the customer without cancellation, being a compensatory penalty, the establishment retains the right to re-rent the Room(s) initially reserved by the defaulting customer, without having to pay either compensation or reimbursement to the defaulting customer. Any early departure or any reduction in service compared to what is provided for in the booking confirmation does not entail any reduction in price, the full price of the Stay must be paid in any case.

ARTICLE 8: CATERING – BREAKFAST

The Evening Stopover package is offered, from the first night, from Tuesday to Friday, only to professionals traveling as part of their activities. The number of people benefiting from this package

is limited to 2 or 4 depending on the availability of rooms. Dinner is served in the form of a meal tray at 7:00 p.m. in your room during the week and in the dining room on Friday and Saturday evening.

On weekends, lunch is served from 12:00 p.m. to 1:30 p.m. and dinner from 7:00 p.m. to 8:00 p.m., in the dining room. Breakfast is served in the Bar room from 7:30 a.m. to 10:00 a.m. on weekdays and from 9:00 a.m. to 10:30 a.m. on weekends. The price of breakfast is €10 per adult and €6 per child under 12 years old. The restaurant may be closed at certain times of the year or week. These closing days are indicated when booking and are subject to change.

ARTICLE 9: INSURANCE

9.1 The establishment is not responsible for the effects and materials stored in the rooms.

9.2 For effects and materials belonging to customers, any recourse by the customer and its insurers against the establishment will be waived.

9.3 It is understood that the customer will have to take personal responsibility for the insurance concerning his own equipment and the Civil Liability Insurance concerning him, as well as that concerning his own staff, participants or guests.

9.4 It should also be noted that the client will be responsible for any damage caused by its staff, participants or guests, to the equipment and facilities of the establishment.

ARTICLE 10. DISPUTES

For all disputes, jurisdiction is expressly granted to the Commercial Court of La Roche-Sur-Yon.

The entire team of the Hotel Restaurant L'Auberge des Artistes remains at your disposal for any further information and wishes you a pleasant stay in our region. Best regards.