

# Le Relais Monceau

Hôtel de charme trois étoiles



## Conditions of use & sale

The following stipulations establish the terms and conditions for the services provided by Hotel Relais Monceau on its website : [www.relais-monceau.com](http://www.relais-monceau.com). The terms and conditions represent all the rights and obligations of both parties and no other condition can be integrated. Once the field «i agree with the terms and conditions» has been ticked off, the client agrees to be bound by the terms and conditions set forth below.

### Article 1 : Rates

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Unless otherwise stated, the prices quoted on this website are VAT included per room and per night for a fixed number of persons per room and for a chosen date.

City tax is not included in the price displayed.

### Article 2 : Reservations

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By visiting our website : [www.relais-monceau.com](http://www.relais-monceau.com), you can make a reservation in « real time ». thanks to our daily updated system you can check availability and book instantly your room. Thus, once you have confirmed your booking, you receive a confirmation email. It is therefore immediately registered in the hotel system. You need to print-out this voucher and show it to the hotel reception at check-in.

If you want to make a booking for the same day you need to make your reservation before 4.00 PM (local time of the hotel). Should you wish to book your room after this deadline, please ring the hotel on: +33 (0)1 45 22 75 11.

If you want to book a package you should make your reservation at least 72 hours before your arrival. Should you wish to book your room after this deadline, please ring the hotel on:+33 (0)1 45 22 75 11.

### Article 3 : Payment Conditions

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You must mention at your command, your credit card number and its expiration date. The credit card expiration date must be valid after the departure date of your booking.

**Your first payment is due once you confirm your booking.**

**Pre-payment due at the reservation process is one night deposit if your stay does not exceed 7 nights.**

**Pre-payment due at the reservation process is two nights deposit if your stay exceeds 7 nights.**

The balance amount due on your stay must be paid upon your stay.

Our reservation system enables all the necessary security mechanisms for keeping your data confidential.

### Article 4 : Reservation & guaranty

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The reservation is confirmed and guaranteed once we have recorded your credit card type, number and expiration date. The reservation is valid from 02.00 PM on the arrival date of the customer and ends at 12.00 AM on the day of departure.

This guarantee ensures the reservation of the room beyond 7.00 PM, whatever your arrival time.

## **Article 5 : Modifications**

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Any changes to your reservation must be applied directly to our hotel Relais Monceau. Either by fax : +33 (0)1 45 22 30 88 or by email [relaismonceau@wanadoo.fr](mailto:relaismonceau@wanadoo.fr)

Your modification will only be effective once we have confirmed your request by issuing a confirmation invoice upon request by fax or email.

## **Article 6 : Cancellation**

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In case of cancellation by the customer, the hotel might apply penalty charges. Our cancellation policy is enclosed on our website booking pages. You can also find cancellation policy at the bottom of your booking email confirmation.

## **Article 7 : Engagement**

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During the reservation process, once you have ticked the field «I agree with the terms and conditions», it means that you accept to buy the service and also that you agree with the terms and conditions. Hotel Relais Monceau specifies that it is not possible to buy a service without having accepted the terms and conditions mentioned above.