



## General conditions of sales

### 1. Check-in and check-out

The check-in time is at **04:00 p.m.** and the check-out time is at **12:00** noon.

### 2. Reservation Conditions

- Room only: we will require a deposit by credit card (see requested amount for your reservation).
- Packages: we will ask you the pre-payment of the total amount of the booking by credit card as deposit. Dates and programmes concerning packages as shown on our website may be modified without prior notice.

### 3. Cancellation Policy

Please follow the instructions carefully in case you need to cancel your stay. If you cancel on time, no charges will be invoiced.

- Room only (for a booking of 1 to 3 rooms): to avoid any cancellation fees, a reservation must be cancelled at the latest 24 hours prior to arrival (hotel local time). If you cancel later than requested or do not show up (no-show), we will charge you a penalty fee corresponding to one night.

- Packages (for a booking of 1 to 3 rooms): to avoid any cancellation fees, a reservation must be cancelled at the latest 48 hours prior to arrival (hotel local time). If you cancel later than requested or do not show up (no-show), we will charge you a penalty fee corresponding to the whole stay.

**- For a cancellation of over 3 rooms (within the period allocated) and this for both cases « Room only and Packages », the amount prepaid as deposit (refer to paragraph n°2) will not be refunded.**

### 4. Credit Cards

The client must submit a valid credit card when completing the credit card form. All care must be taken by the client to ensure that the information provided in the credit card form is correct. L'Impérial Palace takes no responsibility for any incorrect information submitted. By making a booking, the client authorises L'Impérial Palace to pass on his/her credit card's details to the concerned department of the hotel.

A booking can only be confirmed by giving credit card details with expiry date and crypto number.

### 5. Client details

The client must submit valid information (address, phone, fax or email address) on the "Reservation Form". All care must be taken by the client to ensure that the information provided in the "Reservation Form" is correct. It is the client's responsibility to advise L'Impérial Palace if there is an error in the details submitted in the "Reservation Form" or any other correspondence. L'Impérial Palace takes no responsibility for any incorrect information given.

### 6. Privacy Policy

Our commitment to data security: your credit card details are protected while being transmitted over the Internet by the use of SSL encryption methods. Credit card details are only used to pay for accommodation booked through our service. These details are stored securely at all times and are not used for any other purpose and will never be provided to any unauthorised third parties.

Control over your data: you always have the right to review or to remove the personal data you have stored with us. You can request your personal data by emailing us at [info@hotel-imperial-palace.com](mailto:info@hotel-imperial-palace.com) or any other means (phone, fax, letter). Please state "request personal data" in the subject line of your correspondence.

### 7. Pets

- Supplement of 20 Euros per night.

A dog of reasonable size and well trained is welcome in the room of his owner. This arrangement is not valid in the suites. During their stay in the hotel, the dogs must be permanently kept on a lead. The owners are only responsible for the possible caused damage. The other animals are not allowed in the establishment.

In the observance of the regulation as regards food hygiene, the dogs are unauthorised neither at the restaurant, nor at the bar, except for the guide-dog accompanying the person.