

# INTERIOR RULES OF PROCEDURE- HOTEL LE PROGRES

## PRESENTATION :

The hotel owner has the freedom not to receive guests whose behavior is indecent and neglected, customers with noisy or incorrect behavior, alcoholized, customers whose behavior is contrary to morality and public order.

## PAYMENT :

The room rate is determined by day. Failure to pay will result in immediate expulsion of the guest subject to legal action for the settlement of its due. In case of dispute, jurisdiction is assigned to Judge of Angers Civil Court.

We accept the following credit cards: Visa, Mastercard - American Express. Bank checks are not accepted. We ask anyone staying in our hotel to present an ID, for any method of payment. In case you could not provide this document, we would not accept your room rental demand.

## THE ROOMS :

The rooms are rented for the number of persons indicated for the type of room.

In case of the breach of this regulation, the hotel reserves the right to charge the customer with the real price of the room, with or without the client, at the rates in effect at the transgression times. The hotel will charge the credit card of the unscrupulous guest.

## SWINDLE :

The swindle is an offense characterized by the fact of consuming a product or paid service:

- By knowing unable to pay or being deliberately resolved not to pay.

- While pretending to be willing to pay

The swindle is punishable by six months imprisonment and a fine of € 7,500 in addition to damages.

## DAMAGES :

In case of deterioration of furniture, damage or theft of laundry, the hotel reserves the right to charge the customer the repair or replacement cost for an amount equal to the amounts incurred.

## CANCELLATION POLICY :

For free cancellations, thank you to contact us 24 hours before arrival. After this time, the amount of the first night will be due. Groups : see the cancellation policy given at booking.

**NO SHOW** results in a billing and is not refundable.

## ROOM ACCESS:

The rooms available to our customers are checked, functional and in good condition. Customers are encouraged to immediately report to the reception any failure. Rooms are available from 14.30 and must be vacated before 12am.

In case of departure beyond, one extra night will be charged. To keep the room one more night, the payment shall be made before 12am, subject to availability. In addition, the room is for a number of people determined: to ensure the safety rules, no additional person will be hosted.

## SMOKING PROHIBITION :

We remind that the smoking ban is 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 of € 50 / night). **It is also forbidden to remove the fire detection devices, and so for the same reasons cited above.e**

## ANIMALS :

Small animals (dogs and cats) are accepted but subject to conditions: To be leashed in all areas, be released outside of the institution enclosure for their natural needs. For hygiene reasons, pets are not allowed in the breakfast room and should not be left alone in the room. The animal price is € 8 per stay (in case of deterioration, the bactericidal disinfection of the room will be charged € 90).

**\* These provisions do not apply to guide dogs.**

## DETERIORATION :

We ask our clients to respect the places and decoration of your room. In case of deterioration, the customer will assume civil liability. During the stay, a key for free access to the room will be given to the customer; in case of lost, rebuilding will be charged 15 €. Remember to give your room key at your departure.

## COMPLIANCE OF OTHER GUESTS :

To respect the rest of the other guests, do not slam doors or make too much noise especially between 22h and 8am. Any neighborhood noise related to the behavior of a person or an animal under his responsibility, will bring the hotel to invite the customer to leave the establishment, since the noise generated is likely to undermine the peace customer (Art. R.1334-30 and R 1334-31 of the Code of Public Health). A room of hotel is a place to rest. All trade is forbidden.

**RULES OF PROCEDURE of the Hotel applies to all bookings. Any stay entails the acceptance of specific conditions and rules of the hotel.**

**In case of non compliance by the customer of one of these provisions, the hotel owner is authorized to invite the customer to leave the institution, without any compensation.**