



GENERAL TERMS AND CONDITIONS

To avoid any misunderstandings or confusions with customers we have listed below our terms and conditions. Please take a moment to review these to alleviate any worries you may have. When you book a stay at the Pavillon de Pampelonne you acknowledge acceptance of these terms and conditions and agree to be bound by them. This is for your peace of mind as well as ours

PAYMENT TERMS

Deposit: A non-refundable deposit of 50% of your total accommodation bill is required to reserve your room. This can be made by bank transfer to our account or by giving us your credit card details. No deposit or payment is processed until your reservation has been confirmed.

Second Payment: A further payment of 50% of the accommodation bill is required 60 days before you arrive. If this balance remains unpaid at that time, we reserve the right to treat the reservation as cancelled, and retain the 50% deposit paid.

If the reservation is made within 60 days of your arrival then the full 100% has to be paid to secure the booking.

Method of Payment: We accept payment by most major credit cards, bank transfers and cheques. Confirmation of your booking is made when we receive your deposit, when our bank receives a bank transfer. If the payment is made by a bank transfer you are responsible for any fees.

CANCELLATIONS

There are two types of cancellation: those made by guests for any reason and those made by Pavillon de Pampelonne.

Cancellation by Guests: If made by you, the cancellation must be made by e-mail, in writing via post or fax to Pavillon de Pampelonne by the person who has made the booking, and will become effective upon receipt by us. Cancellation charges per person are entitled to be levied as follows (Days prior to start of your stay):

More than 60 days: loss of 50% deposit
Less than 40 days: 70% of total booking amount
Less than 28 days: 100% of total booking amount

Your deposit is non-refundable and cannot be applied to another date. If you shorten your booking there will be no refunds on the unused portion. We will of course review the merits of each cancellation and respond accordingly.

Cancellations by us: The Pavillon de Pampelonne reserves the right to cancel bookings due to unforeseen eventualities. In the unlikely event of cancellation of a reservation guests will be notified and have the option to receive a full refund or reschedule to a different room or date. Should the Pavillon de Pampelonne have to cancel your reservation within 60 days of your arrival we will refund all your monies and offer you a 15% discount on any future stay.

We hope that this situation will not arise but nobody can ever plan for all circumstances. We will in this eventuality make all efforts to offer you alternative accommodation

PRACTICALITIES

Room Reservation: Your reservation is for a specific type of room. Whilst we make every endeavour to accede to guest's requests for a specific room in the house we reserve the right to change this to an alternative room of the same type.

Should there be a problem with your room reservation (for example a fire or damage) we will regard the reservation as cancelled and refund you all your money.

Restrictions: Pavillon de Pampelonne reserves the right to accept or refuse any person as participant for any reservation. We also cannot be held liable or responsible for people with special requirements outside those generally provided by the hotel. For guests with special needs we will make every effort to satisfy these wants but cannot be held responsible should these special requirements not be met.

Transport: Pavillon de Pampelonne does not book or provide any air, land or sea travel arrangements for participants, nor can we be held liable or responsible for any travel issues, delays or problems experienced by a participant with their travel carrier. Any transport booked by the hotel for a customer is purely a courtesy operation and not the responsibility of Pavillon de Pampelonne.

Documentation: We don't do visas, international driving licences, passports, or any other travel documentation. It is the participant's responsibility to have a valid passport, required visas, and any other travelling documents required by governmental regulations. The Pavillon de Pampelonne cannot be held liable or responsible for problems related to these documents, or the lack of them, or the recovery of lost documents. (We recommend bringing photocopies of your passport, visas, driver's license, and insurance papers on your trip, but stored separately from the originals. This simple precaution can save hours of pain should any problems befall you. You can always leave them in the Safe!

Travel Insurance: Quite simply don't leave home without it. We require travel insurance to book a reservation and guests agree to have it, or else provide us a signed disclaimer and waiver. Such insurance should cover full medical expenses, personal baggage, personal accident, accidental loss or damage to property, cancellation and curtailment of a programme due to any reason, personal liability, legal expenses and emergency.

We do not provide travel insurance and cannot be held liable or responsible for any issues arising from not having it.

RESPONSIBILITY

We accept responsibility for ensuring your stay is as agreed between ourselves and the service offered reaches a reasonable standard. As a Residence de Charme we have taken all practical measures to ensure the safety and enjoyment of our guests at all times. We aim to offer as good a quality of service to all our guests commensurate with a house of this size. If you have a problem we will endeavour to put it right. We know how important it is to feel relaxed on holiday. We however cannot be held responsible for any injury, damage, accident, loss, delay, expense or other issue that is beyond our control. Nor due to unplanned events such as war, terrorism, civil unrest, acts of the government or civil authorities, sickness, theft, fire, adverse weather conditions, or any other cause beyond our control.

We will, of course, do our best to resolve any issues that may arise. Should you feel a need for arbitration in a matter then the Maison de Tourisme in St Tropez could be used as a mediator to sort out any issues between us.

Children: We would like to point out that we are a house and try to maintain the environment and atmosphere of a home. In many cases this means that our interior is not as resilient as a hotel. We would therefore ask that parents accept full responsibility for the safety of their children and friends and any damage they may cause. We strongly advise that children under the age of 5 or who cannot swim wear one of our freely supplied alarm bracelets whenever they are on the pool terrace.

Wifi: The customer agrees not to use WIFI access for illegal purposes.

Problems: The Pavillon de Pampelonne cannot be held liable or responsible for problems, cancellations, or behaviour experienced by a member of your party, a supplier contracted independently by you (e.g. ferry company, airline, car hire) or external third parties.

Risks and losses: There are often inherent risks in travel and holidays in general. We ask that guests assume all risks and dangers, and all responsibility for any losses or damages. Guests and their personal representatives and heirs, agree to release, waive, discharge, hold harmless, defend and indemnify Pavillon de Pampelonne and its employees from all claims, actions or losses for bodily injury, wrongful death, property damage, loss of services, or other claims that may arise because of their stay.

JURISDICTION

These terms and conditions, and a participant's acceptance of them by booking a reservation with us, are governed in France by French law, and both parties shall submit to the jurisdiction of French courts at all times. Of course, we prefer to resolve issues through clear communication, understanding of responsibilities, proper manners, and good customer service.

CONTACT INFORMATION

To make a reservation or to ask for further information, we can be contacted in the following ways:

LE PAVILLON DE PAMPELONNE
Route des Plages, 83350 Ramatuelle, France.

Telephone: +33 (0)4 94 79 83 26

Fax: +33 (0)4 94 79 99 17

www.pavillondepampelonne.com

e-mail for booking: bookings@pavillondepampelonne.com

e-mail for claims and feedback: Anastasia@pavillondepampelonne.com

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