



APPART-HÔTELS

GENERAL TERMS AND CONDITIONS OF SALE APPLICABLE ONLY FOR THE WEBSITE www.parkandsuites.com

Art. 1 APPLICABLE RULES - LEGAL STATUS

This convention applies within the framework of article 1709 and subsequent articles of the civil

code, as well article L. 324-2 of the tourism code.

This convention is subject to the statute governing Tourist Residences. As a result, the legal provisions for buildings designed for housing do not apply, specifically those relating to the maintenance of the premises.

The customer must live at another address, in a housing property subject to taxation and entirely

separate from the establishment. This condition automatically means that permanent residence at

the establishment, for personal or professional use, is strictly prohibited.

Art. 2 RESERVATION GUARANTEE – CANCELLATIONS

a – Booking and reservation

All reservation confirmations must be guaranteed using a valid bank card. The following conditions

apply according to the rate and/or service chosen by the customer:

- Liberty Rate: The customer must guarantee his/her stay using a valid credit card at the moment

of booking. Settlement of the outstanding amount by the customer on arrival at the establishment.

- Best Available Promotional Rate: The customer must pre-pay the total amount of the stay by credit card at the moment of booking on-line. If this pre-payment is not received, the booking will

be considered invalid.

- Residential service rate: All bookings are subject to an immediate down-payment of at least 30%

of the total amount of the stay. Settlement of the outstanding amount by the customer on arrival

at the establishment.

Group reservations are subject to specific conditions: «General terms and conditions for groups».

A reservation is considered to be a group booking if 8 or more accommodations are requested by

the same customer or organisation.

b – Cancellations

In the event of a cancellation, the following indemnities will be due according to the rate selected

by the customer at the time of booking:

- Liberty Rate: Cancellation without charge until 6.00pm on the arrival day. After 6.00pm or in the

event of a no-show, the amount equivalent to a one night stay at the establishment will be invoiced.

Park&Suites Groupe

125, rue Gilles Martinet CS 10007 - 34077 Montpellier Cedex 3 - Tél : +33 (0)4 67 40 76 10
Fax : +33 (0)4 67 40 76 11 - contact@parkandsuites.com - www.parkandsuites.com

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APE 5520 Z - Siret : 479 987 869 00 100



APPART-HÔTELS

- Best Available Promotional Rate: 100% of the total amount of the stay will be invoiced in the event of cancellation or no-show.
- Residential service rate: Cancellation without charge up to 15 days before the arrival day. For cancellations less than 15 days before arrival, a penalty of up to 30% of the total amount of the stay may be invoiced. Whatever the length of the stay, these penalties may under no circumstances exceed the amount equivalent to a stay of one month at the establishment.

Art. 3 PAYMENT CONDITIONS - ARRIVALS PROCEDURE

All invoices must be paid immediately on presentation. All stays are subject to payment on a specific due date. In the event of non-payment, Article 8 of this document will come into force automatically.

For all stays, the customer must :

1. Fill out an arrival form, as well as an authorisation form for debits on his/her bank card.
2. Submit a copy of his/her valid proof of identity, as well as a bank statement including relevant account information.
3. Complete a bank pre-authorisation (using his/her bank card) as a deposit guarantee on rented accommodation for all stays of less than one month. For stays of over one month, the customer must pay the total amount equivalent to a stay of one month in advance.
4. Settle in full the total amount payable for the stay on arrival if full payment has not already been received and confirmed (Art. 2a).
5. Read carefully the inventory of fixtures and the assessment of the accommodation (see Art. 6

MAINTENANCE OF PUBLIC AREAS - ACCESS), as well as the «house rules».

Responsability: Lateness indemnities

- If a third party pays for the accommodation and services used by the customer/occupant, the customer/occupant will nonetheless be held personally responsible for the aforementioned payments. In the event that the third party in question becomes insolvent, the customer/occupant must leave the premises immediately if he/she cannot settle the aforementioned due payments (Article 8).
- Payment for all optional services (extras) is required on presentation of the corresponding invoice. The credit limit accepted for these services is 150 € (taxes included).
- The customer accepts the responsibility for an additional monthly interest rate of 1.5% as a lateness indemnity paid to the establishment for any outstanding amounts that remain unpaid on the due date.

Payment methods and conditions

- Bank cards (American Express – Diners club – Visa – Eurocard / Mastercard - JCB)



APPART-HÔTELS

- Cash (Used only for deposit guarantees on accommodation ; the amount is refunded only by cheque or by bank transfer, the associated fees of which are charged to the customer)
- Bank transfers (on condition that the total amount payable is present in the establishment's bank account no later than the handover of the keys to the accommodation)
- Cheques are not accepted

Art. 4 ARRIVALS – DEPARTURES

Arrivals are accepted no earlier than 4.00pm. Customers are required to depart before 10am on the departure date.

Art. 5 PRICING

Public prices are given in the local currency (taxes included) and are displayed on site. Optional payable services are not included in the price.

In certain cases, electricity consumption may be invoiced contractually for a predetermined quota.

If the customer exceeds this quota - which is determined by a meter reading and the creation of an invoice based on the current KWH (kilowatt hour) rate - the customer must settle the invoice in full on departure.

Art. 6 MAINTENANCE OF PUBLIC AREAS - ACCESS

An inventory and assessment of the condition of fixtures is displayed clearly in each of the accommodations - clients are responsible for verifying these documents and must point out any error or inconsistency, as well as items that are either missing or damaged within 24 hours of arrival.

On departure, an inventory of fixtures may be carried out by a representative of the establishment.

A comparison may be made to the original inventory present on arrival and any difference whatsoever (missing or damaged items, maintenance problems) will be invoiced to the customer.

Accommodation is made available to customers in perfect condition. The customer promises to use the premises in a responsible, respectful manner and to leave them in the same state at the end of his/her stay. The establishment reserves the right to enter rented accommodation for maintenance purposes, inspections or for safety concerns.

Art. 7 DURATION OF STAY (Anticipated departure date/time – Renewal requests)

Renewal requests are subject to availability and at the discretion of the establishment. The length

of a stay may be extended, however the establishment cannot guarantee that the same accommodation will be available, nor that the same rate will apply during the renewal period. Once the customer has accepted the [revised] conditions and rates for the extended stay, the renewal period will begin upon signature of a new contract for the established duration.

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APPART-HÔTELS

Early departure: any early departure from accommodation will be regarded as a cancellation. Please refer to article 2/b «Cancellations» for details of applicable financial indemnities.

Art. 8 CANCELLATION – REFUSAL OF RENEWAL

This convention will be annulled automatically, without notice, formality or delay, on the expiry date of the convention and/or in the event that a customer has failed to honour his/her obligations or has demonstrated bad behaviour, a lack of respect of the house rules and/or behaviour considered harmful to the well-being and comfort of other customers. Under these conditions, the customer must leave the premises immediately. If the customer refuses to leave, he/she will be expelled. If necessary, legal proceedings will be brought against the customer.

Art. 9 STATUTE – RESPONSIBILITIES

This convention has been submitted to the statute governing Tourist Residences, therefore the provisions of articles 1952 and subsequent articles of the civil code concerning hotel management do not apply.

The establishment is not responsible for thefts of, or damage to, customers' personal belongings in the accommodation (including any item placed in safes). This principle of responsibility also extends to public areas, car parks and any of the establishment's other annexes or connecting buildings.

Customers can nonetheless take certain precautions to avoid nuisance. In particular, customers should check that sliding doors and windows are closed firmly when they leave their accommodation.

Art. 10 HOUSE RULES

The house rules are displayed clearly in each residence and in accommodation. Please read these rules carefully and respect them at all times.

Art. 11 DEFINITION OF ADDRESS

In the event of a legal dispute, all parties acknowledge that the court of jurisdiction will be that of the area in which the establishment is situated.

* NOTE : This document is translated from the original French version. For all questions/queries regarding the content of this document, please refer to the French version, which is recognised officially and holds relevant legal status.