

Terms and conditions Hotel La Palmyre 2026

These general terms and conditions of sale define the modalities and conditions allowing customers of Hotel La Palmyre to benefit from all services including the reservation service offered. It is the customers responsibility to be aware of these conditions before making any service requests. They are an integral part of the sales contract and their complete and unconditional acceptance is deemed acquired as soon as the customers makes a reservation request.

New for 2026: Meal offer: half-board or full-board under the following conditions.

Half-Board: evening meal - Full-board : lunch and dinner - Meal prices are available on our website. **Meals reserved** will be charged and payable upon your arrival.

DRINKS : For half-board and full-board, drinks are payable as an extra directly at the Au Flamant Rose restaurant.

MEAL CANCELLATION for full or half board: Meal cancellations must be made 48 hours in advance; any last-minute absence will be automatically charged.

1 – Application of general terms and conditions of sale and capacity

These general terms and conditions of sale apply to any reservation of services with Hotel La Palmyre. Any customer of Hotel La Palmyre acknowledges the capacity to contract meaning having reached the legal age and not being under guardianship or trusteeship.

– Pricing and services

1.1 – Rates reservation.

They are per room for a specific date and may be subject to an increase depending on the number of occupants in the room, based on the capacity of each room category as specified in all our rates. The hotel is free to vary prices at any time or offer promotional rates. Therefore only the price indicated in the reservation confirmation is contractual. In the case of a promotional rate, ONLY the specific conditions applicable to that promotion are recognised, they cannot be linked or benefit from the general terms and condition of sale. Unless explicitly confirmed otherwise by the hotel, room prices do not include any additional options or services (indoor parking etc) The tourist tax (€1.25/night/person aged 18 and over) is to be paid in addition to the rate applied by the hotel, according to the provisions governed by the Royan Atlantique Agglomération Community (CARA). Any change in the calculation or collection method of the tourist tax, any change in the applicable VAT rate or the introduction of new legal or regulatory taxes imposed by competent authorities will be automatically reflected in the prices indicated on the billing date.

2.2 – Services

In addition to accommodation services, optional services offered by Hotel La Palmyre are charged in addition to the indicated room rates and must be paid without delay : presence of a dog etc. If you have a small dog (5 kilos), it is imperative to ask the hotel for permission before booking. In the event of a non-compliant animal, the hotel reserves the right to cancel your request or your reservation. They must be kept on a leash and are not allowed in dining areas for hygiene reasons : leaving them alone in the room is prohibited.

Any damaged or lost room card or parking remote control will be charged according to the current rate displayed at the reception : €20 including VAT for the room card and €35 including VAT for the remote control.

3 – Reservation and payment conditions

3.1 – Reservations are made through the hotels website, by mail, email, or directly at the establishments reception. To guarantee the reservation, a deposit of 30% will be required at the time of booking.

3.2 – Special offers and promotions are payable in full at the time of booking (+taxes) and cannot be modified or cancelled. No refund will be granted for these stays in case of cancellation by the customer.

3.3 – During the reservation, the customer is solely responsible for the accuracy of the information provided for processing the request. Hotel La Palmyre cannot be held responsible for any fraudulent or incorrect information transmitted by the customer, who may be asked to present an identification document and complete a police form if necessary. In addition, each customer is responsible for choosing the services they reserve and their suitability for their needs ; the hotel cannot be held liable in this regard.

3.4 – Any reservation is made for the personal account of the customer. The hotel reserves the right to deny access to the establishment to any person not mentioned in the reservation contract or any minor not accompanied by at least one of their parents or legal representatives.

3.5 – Payment for reserved services at the hotel, including the deposit guaranteeing the reservation ; is payable by credit card or cash. In the case of a prepayment or a request for pre-authorization by credit card, the customer will be asked to present the same credit card at the reception.

Similarly, in the absence of a reservation, the customer will be asked, upon arrival, for a security deposit or an authorisation to debit their credit card to guarantee payment for the services consumed on site. Bank cheques are not accepted (Article 1649 quarter E of CGI) Any delay in payment will result in the billing of late payment penalties at 1.5 times the legal interest rate in force without prior formal notice.

4 – Cancellation or modification of reservation

Regarding accommodation services offered by Hotel La Palmyre, it is reminded that in accordance with the provisions of Article L221-28 paragraph 12 of the Consumer Code, no right or withdrawal can be exercised by the customer.

4.1 – In the case of a promotional offer or prepayment at the reservation, no modification or cancellation will be accepted, and no refund will be made.

4.2 – Any request to modify services must be made in writing (by email or post) as soon as possible. The establishment will confirm the acceptance of these modifications based on its availability only. Any additional cost related to the change of services compared to the initial reservation will be borne by the customer at the rate applicable on the day of the modification. In the case of early departure, delayed arrival or a decrease in the number of people, no discount or refund will be granted. The full amount specified in the original reservation contract will be required.

4.3 – For any cancellation occurring more than 10 days before the arrival date (the date selected is the one recorded when the hotel receives the request, which will be confirmed in writing to

the customer), the deposit will be refunded (unless there is a specific mention related to a promotional offer or explicitly specified at the reservation) and a deduction of « financial costs of €10 excluding tax (€12 including VAT) » will be made regardless of the reason for the refund.

5 – Occupancy terms

Rooms are made available to the customer from 3pm and must be vacated by 11am on the day of departure. Any exceedance of this deadline will result in the billing of an additional night. Upon customer arrival, proof of identity and a credit card for room availability guarantee will be requested. Any minor staying in the establishment must be accompanied by at least one of their parents or legal representatives throughout the entire stay. Requests for services not specified in the order will be honoured by the establishment within its availability. The customer undertakes to use the hotel services in compliance with these terms and the establishments internal regulations. Any violation of the internal regulations or behaviour contrary to good morals and public order will result in the immediate departure of the customer at the request of the hotel management or its representatives. The customer must settle any amount due for services already consumed and leave the establishment without delay. In the event that the stay has already been paid, the customer will not be entitled to any refund or compensation. The customer also undertakes not to use the computer resources made available (Wifi network, in particular) for the purpose of representing, reproducing, making available, or communicating to the public work or objects protected by copyright or neighbouring rights. The customer must ensure the safety of their belongings and equipment. A room safe is available.

In the event of damage for which the customer is responsible, the customer must report it to the reception without delay and bear the cost of restoration attributable to the damages caused by them. As a reminder : smoking is prohibited in the premises or cooking ; the fire alarm system would be triggered, disrupting all customers and requiring an evacuation procedure. In the event of early departure due to the tenant, the hotel will not reimburse the night(s) not booked.

6 – Hotels responsibility

The establishment undertakes, as an obligation of means, to provide the services specified to the customer. Its liability cannot be engaged in the event of unforeseeable technical problems. Furthermore , it cannot be held responsible for inconveniences or damages related to the use of the internet including: poor transmission and/or reception of data and/or information on the internet, failure of any reception equipment or communication lines or any dysfunction related to them, without this list being exhaustive.

7 – Force majeure

Force majeure refers to any event external to the parties that is both unforeseeable and insurmountable, preventing either the customer or the hotel from fulfilling all or part of the obligations under the contract. This includes strikes, uprisings, riots, prohibitions imposed by government or public authorities. It is specifically agreed that force majeure suspends, for the

parties, the performance of their reciprocal obligations, and that each party bears the costs resulting from it. Customers will bear alone the additional costs that may be incurred to allow the continuation of the trip following the occurrence of a force majeure event.

8 – Complaints

Any complaint must be made to the hotel within eight (8) days from the date of the service. It will be studied to provide you with a response as quickly as possible and to bring you the maximum satisfaction. If all the proposals of the hotel are not satisfactory, or in the case of a negative response or the absence of a response within 60 days from the date of filing, Article L 152-1 of the Consumer Code provides the possibility for the customers to contact a mediator. Any false complaint on social networks will be brought to court for abusive or defamatory statements in accordance with current laws. These terms of sale are subject to French law and jurisdiction of the courts of Charente-Maritime. Restaurant : In the event of a complaint regarding your meal, please contact the restaurant's leaseholder directly to resolve your issue. The hotel cannot be held responsible under any circumstances. Any written complaint should be sent to the restaurant owner.

9 – Personal Data

Hotel La Palmyre implements personal data processing for which it is responsible. The information requested during the reservation is essential for the proper processing of your request. Unless the customer refuses; this information may also be used by the hotel for sending commercial and promotional information and satisfaction questionnaires. The customer has the right to access this data from the hotel. For more information on the processing of personal data , please send your requests to the GDPR manager of the establishment.



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