



# PRIEURE NOTRE-DAME D'ORSAN

## Terms & Conditions

Because of our small size and isolated geographic isolation, all cancellation significantly affect our business and possibilities of replacement bookings are slight.

Therefore the following conditions will be applied:

### **Bookings & confirmations**

The following documents are requested to confirm your booking:

- Written Confirmation by Email or fax
  
- Your Credit Card number (Visa, Mastercard or Amex), expiry date & the last three digits of at the back of the card on the same email or fax.

### **Credit Card authorization**

Once Credit Card details given to La Maison d'Orsan booking department, our clients are therefore accepting and giving their authorization to have their account debited according to our Terms & Conditions clauses.

### **Deposit**

Firm bookings are only guaranteed on a receipt of a 50% of total reservation costs for credit card payments. This deposit is deducted from your account at the end of your stay.

Credit Card deposit are immediately processed when booking.

Please note that for deposits paid by bank cheques, we ask for 100% of total reservation costs .

### **Cancellations**

According to the Code Civil Francais (Civil Law) Article N1590, 'toutes arrhes versées restent définitivement acquises' ('all booking deposits remain definitively vested').

Reminder: in case of cancellation or shortened stay, one can benefit of a cancellation insurance for credit card bookings only. Your bank needs to be given notice within 72 hours after the triggering event. This applies only for the following credit cards: Visa Premier, Visa Infinite, Gold MasterCard, Platinum MasterCard and American Express.

### **Cancellation 21 days or more in advance**

If you cannot keep your reservation, and only if the Maison d'Orsan booking department is notified in writing by fax, email or registered letter **21 days in advance**, deposit will be returned.

### **Cancellation between 8 to 21 days or more in advance**

In case of cancellation between **8 to 21 days in advance**, no deposit will returned.

### **Cancellations 7 days or less in advance**

In case of cancellation less than 8 days in advance, 50% of the total booked amount at half-board price will be invoiced and debited on your credit card as a matter of compensation. No deposit will be returned.

### **Shortened stay**

If you were to shorten your stay 72 hours before the initial agreed departing date, 50% of the remaining booked amount at half-board price will be invoiced and debited on your credit card as a matter of compensation.

### **No Show**

All 'No Show' will result in the automatic cancellation of the entire booking. 50% of the entire booked amount at half-board price will be invoiced and debited on your credit card as a matter of compensation. Deposit will be kept.

'No Show' becomes effective the day of the booking after 19h00.

**Package**

Our daily package includes bedroom, breakfast and dinner (drinks excluded).  
No deductions for unused services included in our packages can be backdated.

**Pets**

No pets are allowed.

**Late arrivals**

Please advise us in advance if you intend to arrive after 19h00. Otherwise the No Show clause will apply. No arrivals after 23h00.