

General Terms and Conditions of Sale - HOTEL BEST WESTERN METZ  
TECHNOPOLE

These general terms and conditions of sale define the rights and obligations of the parties in the context of booking services offered by Best Western Plus METZ TECHNOPOLE. They apply to any booking made via a website that offers it or directly with the establishment, provided that fewer than 10 rooms are reserved. Otherwise, the general terms and conditions of Group and Seminar reservations apply.

**Article 1: Rates**

The rates indicated are in euros and include all taxes (VAT) applicable on the date of booking. Any change in the applicable rate, or any modification or implementation of new legal taxes by the competent authorities, will be automatically reflected in the prices indicated on the billing date.

The rates are per room for the number of persons indicated and according to the selected period. The tourist tax of €2.64 per day and per person (subject to changes by the city of Metz) is not included in the displayed price and must be paid directly on-site. It applies every day of the year for adults.

Any service other than room rental is subject to an additional charge.

**Article 2: Booking**

Bookings can be made on websites that reference the hotel or directly with the hotel.

A booking will only be effective if it is guaranteed by the client, either by providing a credit card number with an expiration date. The payment for all services will be made directly at the hotel upon arrival (except for pre-paid bookings at the time of reservation).

The hotel reserves the right to refuse any booking if the credit card number is incorrect or the reservation is incomplete.

The hotel reserves the right to pre-authorize the credit card before the arrival date for the amount of the reserved stay plus €50 per person. Bookings are effective after the validation of this pre-authorization. In case of rejection, the hotel may cancel the reservation.

The following credit cards cannot be accepted for pre-authorization of the stay:

- Non-embossed credit cards

- Nickel credit cards
- Prepaid credit cards

Bookings, regardless of their origin, will be payable in euros only.

### **Article 3: Modifications and Cancellations of Reservation**

Modification or cancellation of a reservation is possible.

For any reservation made through a partner website, the modification must be made directly via the respective website, in compliance with the conditions specified by that website.

Modification or cancellation free of charge with the hotel is possible if the cancellation conditions of the reservation allow it. Otherwise, the client will be charged the amount of the first night reserved or the entire stay according to the conditions validated at the time of booking, with the other nights being canceled.

The first night will be charged and the others canceled in the following cases:

- The client leaves the hotel after taking possession of the room
- The client wishes to modify or cancel the reservation after 12:00 PM
- The client does not check in on the day of arrival
- A room billed for cancellation fees will be re-listed for sale

### **Article 4: Payment**

Payment for the stay is made directly at the hotel (except for certain pre-paid services via partner websites).

Accepted payment methods are:

- VISA credit card
- MASTERCARD credit card
- AMERICAN EXPRESS credit card
- Cash
- ANCV vacation checks

No other payment methods will be accepted.

The pre-authorization used as a deposit may be used for payment upon departure after the room has been checked by a staff member.

### **Article 5: Relocation**

In the event of exceptional circumstances or the inability to provide the reserved room to the client, or in the case of force majeure, the hotel reserves the right to fully or partially accommodate the client in a hotel of equivalent or superior category, offering similar services.

### **Article 6: Accompanying Persons**

**Pets:** Pets are not allowed within the establishment. The only exception is for service animals accompanying people with disabilities.

**Children:** Minors are allowed within the establishment under the supervision of an adult.

Children are entirely under the responsibility of their parents.

At the client's request, the hotel can provide a crib for an additional charge. The provision of a crib is subject to availability.

### **Article 7: Stay Conditions**

A reserved room at the hotel is available from 2:00 PM on the day of arrival and must be vacated by 12:00 PM on the day of departure.

It is possible for the client to accept additional charges to change these times:

- "Early Check-in" package at the rate of €15 per hour starting from 10:00 AM
- "Late Check-out" package at the rate of €15 per hour starting from 12:00 PM

An arrival before 10:00 AM requires booking the night preceding the day of arrival.

A departure after 4:00 PM requires booking the night following the day of departure.

The client may freely enjoy their room during the day for multiple-night stays without restrictions related to external factors.

During their stay, the client must comply with the rules stated in these general terms and conditions of sale.

### **Article 8: Prohibitions**

The hotel is a place of tranquility, and any noise disturbance must be avoided. Any inappropriate noise will be reported to the authorities.

The hotel is classified as an ERP (Establishment Receiving the Public) and is therefore a completely non-smoking establishment, in accordance with the Evin law No. 91-32 of January 10, 1991. Smoking is allowed at the outdoor front area near the designated ashtrays.

The client is not allowed to eat, drink, or cook in the room any food provided by a supplier other than the hotel itself. The hotel reserves the right to charge cleaning fees for non-compliance with these rules.

The hotel reserves the right to charge the client €100 for any detection or odor related to smoking and/or vaping within the establishment. This amount will be deducted from the deposit made via pre-authorization before the stay or may be requested from the client at the time of payment.

If the client wishes to continue smoking inside or outside the designated areas, they will be asked to leave the hotel. In case of non-compliance with the hotel's internal regulations (available on-site), the client will be asked to leave the hotel without being able to demand any refund.

### **Article 9: Damage and Disturbances**

The client must use the rented room responsibly.

The rooms made available to our clients are checked, functional, and in good condition. Our clients are invited to immediately report any issues to the hotel's reception.

In case of a problem, the client will be liable for civil liability.

In case of damage, the hotel reserves the right to charge the client for the cost of repair or replacement, as well as a fee for administrative expenses.

The hotel may require, in the case of voluntary or involuntary damage to hotel property, objects, or furniture, full reimbursement along with a penalty of 10% of the reimbursement amount as damages.

The hotel may require full reimbursement for any damage caused by flooding or water damage, whether voluntary or involuntary.

In case of damage to other rooms, the reimbursement of the affected clients' stay will be required.

The hotel may charge a cleaning fee if the room is left in an unacceptable state. In case of damage to the floor, bedding, or mattress, the hotel will require reimbursement for the damage for restoration and inability to re-rent the rooms.

In general, the client must pay for any damage caused directly to the hotel. They may contact their insurance (if they wish to be reimbursed) for any voluntary or involuntary damage caused during their stay.

The hotel reserves the right to charge for undeclared consumption at departure as well as for room damage. This amount will be deducted from the banking imprint provided at the time of booking or may be demanded from the client.

The hotel is under no obligation to notify the client but can provide an invoice upon request in electronic format.

### **Article 10: Lost and Found**

In case of items forgotten by the client during a stay, they must notify the hotel if they wish to retrieve them. The hotel can keep a found item for a period of 2 months while awaiting the client's decision.

Postal dispatch from the hotel is possible, with shipping costs billed to the client.

### **Article 11: Complaints**

Any complaint regarding the quality of services provided must be presented to the hotelier immediately. No refund or commercial gesture will be made after the stay if the complaint could have been made beforehand and the issue potentially resolved.

Any complaint concerning billing and payment made on-site must be made within 7 days. Otherwise, the complaint will not be taken into account.