

Stay at the hotel

- 1.** In accordance with the law, the Guest may be asked to complete a registration form on arrival at the Hotel. They will be asked to show proof of their identity in order to check whether a registration form needs to be completed.
- 2.** The Hotel allows certain types of pet as long as they are kept on a leash or in a cage in public areas, and are not likely to cause damage or a nuisance for guests and staff. If you wish to bring your pet, please send a request in writing to the Hotel before your arrival, including details about the animal. For hygiene reasons, pets are not allowed in the restaurant. Hotel staff will not enter the room if the pet owner is not present. During housekeeping rounds, the pet must be removed or the owner must be present. Additional charges apply per pet per night. The Guest is liable for any damage caused by their pet.
- 3.** Any Guest behaving in an offensive or disruptive manner will be asked to leave the premises without any compensation or refund of payments already made. If they have not yet paid, the Guest must pay the full amount due for their stay before leaving the premises. The Hotel also reserves the right to amend or cancel the booking as well as the rates and conditions if the room is used for other purposes such as, but not limited to, parties, dinners, meetings, photo or video shoots, film shoots or interviews, exhibitions, etc. The number of persons in a room must not exceed the number of persons specified in the booking and must not exceed the declared maximum room capacity. If the number of persons specified in the booking is not respected, the Hotel reserves the right to refuse to make the booked room available for the Guest, without compensation or refund of any amounts already paid.
- 4.** Smoking and vaping are prohibited throughout the Hotel, in both public and private areas. If a persistent smell of smoke is detected in a room after the Guest's departure, they will be charged an additional cleaning fee of €250. The Guest accepts and agrees to comply with this policy and unconditionally authorises the Hotel, in the event of non-compliance, to debit the sum of €250 from the bank card provided as security, or to add the amount of €250 to the invoice.
- 5.** The consumption of food and drink other than that provided by the Hotel is prohibited.

6. The Guest also agrees to use all equipment and items made available to them responsibly, in both public and private areas. At the end of their stay, the Guest will be presumed liable for any damage, loss, theft or destruction of any item in the Hotel (bedrooms, public areas, lounges, etc.), and will be required to compensate the Hotel accordingly. If a fire alarm is triggered unnecessarily, the Guest responsible must cover the costs of the discount that will be granted to the other guests by way of compensation.

In any event, the Guest shall bear all the financial consequences of any damage they cause.

7. If the Guest uses the mini-bar and fails to inform staff upon departure that they have consumed products incurring additional charges, the Hotel reserves the right to invoice the amount due for the products consumed after the room has been inspected, even if the Guest has already left and paid the invoice for their stay. Minibar prices are the same as the prices in the bar.

8. The Hotel offers free WiFi access. The Guest undertakes not to use the Hotel's Internet service to reproduce, make available or transmit to the public any data or materials that infringe the copyright or performance rights of others, such as text, images, photographs, musical works, audiovisual works, software or video games, without the authorisation, where required, of the holders of the rights mentioned in Books I and II of the French Intellectual Property Code. If the Guest fails to comply with the above obligations, they may be accused of counterfeiting (within the meaning of Article L. 335-3 of the Intellectual Property Code). The Guest must also comply with the Hotel's Internet service provider's security policy, including the rules governing the use of security measures implemented to prevent the illicit use of IT resources. Illegal downloading is strictly prohibited, and it is the Guest's responsibility to comply with the law.

9. The Hotel disclaims all liability for any theft, loss or damage to guests' property during their stay resulting from their own actions or lack of action (negligence, failure to comply with the Hotel's security instructions, failure to deposit valuables in the bedroom safe, etc.).

10. The Régent Petite France and the Hôtel Les Haras offer spas and wellness centres. The Hôtel Régent Contades has a sauna. The conditions of access to these facilities are defined specifically by the establishments concerned and must be checked by the Guest prior to use (age requirement, number of Guests authorised, authorised duration, etc.) .

The Hotel cannot be held liable for any accidents related to the Guest's state of health. The Guest is responsible for consulting their doctor prior to using the spa/wellness centre/sauna and for ensuring that they have no health conditions that would prevent them from receiving the services and treatments offered. The Hotel reserves the right to exclude any individual who disrupts the quiet atmosphere of these facilities.

The same applies to the gyms: the Hotel may not be held liable in the event of an accident related to the Guest's state of health. The Guest is responsible for consulting their doctor prior to use and for ensuring that they have no health conditions that would prevent them from practising the sports and activities offered.

11. Certain establishments may offer our guests the use of private car parks and/or garages. These car parks and garages are not monitored, guarded or secured. The Hotel accepts no liability for any loss, theft or damage to vehicles and/or their contents, including accessories (e.g. ski racks, bicycle racks, bicycles, etc.) left in the car parking and/or garage, in particular, if the Guest has left personal and/or valuable items in and/or on the vehicle, or has failed to lock the vehicle or close the windows.

12. The Guest is liable for any loss, damage or act of vandalism that could arise during their occupation of the premises caused to furnishings or buildings, regardless of whether or not they are owned by the Hotel, as well as for any damage caused to equipment belonging to external service providers and for any damage or harm caused to other Hotel guests. Therefore, the Hotel reserves the right to have the Guest make good any damage caused by their actions and to ask the Guest to leave the establishment without any compensation and/or refund.

For example, it is expressly agreed that Guests must make use of shower attachments in the appropriate areas, i.e. shower enclosures and/or bath tubs, to the exclusion of all other places.

If the Guest uses shower attachments outside these areas, they will be obliged to pay compensation for the loss suffered by the Hotel (in particular for repairs to ceilings, paintwork and flooring, and for loss of business due to the inability to use the damaged rooms concerned, etc.).

13. The Hotel may offer Guests a laundry service. A laundry form is provided in the room, specifying the prices and details of the performance and quality of the services offered, as well as the flat-rate compensation payable in the event of loss of or damage to items.

The Hotel would like to point out that the laundry service is provided by an external service provider. The service provider may, at their discretion, refuse or advise against cleaning specific items.

The Hotel disclaims all liability for any change of colour, fading, damage or shrinkage. The Hotel is not responsible for items that remain unclaimed after one month, nor for items lost by the service provider. The Hotel would like to point out that the service provider does not guarantee items containing heat-bonded materials or buttons and trimmings that may react to the cleaning products used.

In the event of loss or damage during the laundry service, compensation shall not exceed ten times the cost of cleaning the lost or damaged item.

14. It is expressly stipulated that the Guest may not take action against the Hotel or claim damages in the event of any work (including any type of renovation or maintenance work, etc.) taking place during all or part of the services, inside the Hotel or outside it.

15. Bicycles may not be taken up to the bedrooms. The hotel's reception may offer a place to park bicycles.

Insurance and liability

The Guest is liable for any loss or damage including physical injury, material damage and consequential loss for which they may be responsible under this contract, and, in particular, for damage and risks related to the exercise of their profession and business, and more generally, for any damage caused by their actions to the Hotel, the Hotel's furnishings, the Hotel's service providers and their equipment or to guests of the Hotel or outside. In this context, the Guest shall act as guarantor of the Hotel and shall undertake to act on its behalf in respect of any claims made by a guest of the Hotel or a third party relating to the performance of the contract. In all cases, the Guest hereby warrants that they will indemnify the Hotel against any liability claims relating to their stay and to the exercise of their business activity and profession, and will intervene in any legal action brought by one of its participants against the Hotel.

The Guest shall bear the costs and payment of all compensation and damages which may be claimed against the Hotel on the occasion of signing, performing or terminating this contract.

The Guest is responsible for the safekeeping of any property and equipment that they bring with them. The Guest certifies that they are insured with a reputable and solvent insurance company to cover the financial consequences of their civil liability, and in particular to cover any damage and risks related to the exercise of their business activities and, more generally, any damage caused to the Hotel as a result of the performance of this contract. The Guest shall maintain adequate liability coverage throughout the duration of the hotel services provided during their stay. In particular, the Guest should take out a specific insurance policy to cover large or valuable items of equipment, as the Hotel cannot be held liable for any damage to or theft of such items. The Guest is responsible for all damage caused by them or by their guests and, in the event of damage to the premises, shall bear the costs of restoring said premises to their original state. Under no circumstances shall the Hotel be held liable for any damage whatsoever, in particular fire or theft, that may affect any items or equipment that the Guest leaves on the Hotel's premises during their stay.

Likewise, any parcel, package or other item delivered to the Hotel before or during the stay may be received by the Hotel, but the Hotel shall not, under any circumstances, be liable for any incident, damage, incorrect number of parcels, damaged parcels or delivery problems. In the event of a problem, the Guest must contact the supplier or carrier directly.

If the Guest wishes to use service providers to organise their stay, they must first request the Hotel's agreement in writing. The Guest shall be solely responsible for any damage caused by the service providers they have brought into the Hotel. In the event of any damage caused by a service provider, the Hotel will invoice the Guest for the necessary repairs. The Guest shall pay this invoice within ten (10) days of receipt, without any right of objection.

Force majeure – pandemics

The obligations contained herein will not apply or will be suspended if their performance becomes impossible due to an event of force majeure. The Parties agree that for the purposes hereof "force majeure" mean an event beyond the control of the obligor (for example, wars, pandemics accompanied by travel restrictions or lockdown measures, natural disasters, etc.) which could not be reasonably foreseen when the contract/quote was drawn up, and the effects of which cannot be avoided by suitable measures, preventing the obligor from performing their obligation. The Parties must make every effort to prevent or reduce the effects of a failure to perform the contract/quote caused by an event of force majeure; the Party wishing to invoke an event of force majeure must immediately inform the other Party of the start and finish of this event, failing which it may not be relieved of its liability.

In this case, the advance payment will be retained and may be used again for a future stay within a period of 12 months from the initially planned arrival date.



Telephone Sales Prospecting

Clients who do not wish to be contacted for commercial prospecting by telephone can register free of charge on a telephone solicitation opt-out list.

For example: <https://www.bloctel.gouv.fr/>

Complaints and Disputes

In the event of a dispute, complaint, or disagreement regarding any part of the invoice, the Customer undertakes to pay the undisputed portion without delay and to notify the Hotel concerned in writing of the reason for and amount of the dispute within seven (7) days of the end of the Event. After this period, the service and the invoice shall be deemed to have been accepted and shall not give rise to any subsequent claim by the Customer.

After contacting customer service or the hotel and in the absence of a satisfactory response or any response within 60 days, the customer may refer the matter to the Tourism and Travel Mediator, whose contact details are given below:

Referral by post: MTV – MEDIATION TOURISME VOYAGE, Service dépôt des saisines, CS 30958, 75383 PARIS CEDEX 08

Referral by internet: Referral request - mtv

The establishment is a member of Médiation Tourisme Voyage as a member of the professional union “UMIH” duly listed on the website www.mtv.travel under the “members” tab.

Finally, for disputes concerning online sales, the customer may use the electronic link to the European online dispute resolution platform:

Online dispute resolution | European Commission (europa.eu)

<https://ec.europa.eu/consumers/odr/main/?event=main.help.new&lng=FR>

Applicable law and jurisdiction in the event of a dispute

These Terms and Conditions, the associated contract and any disputes or litigation arising from their interpretation shall be governed by French law. In the event of any dispute, the Tribunal Judiciaire of Strasbourg shall have exclusive jurisdiction.

Terms and conditions of sale updated on 18/07/2025.