



# *Au Bonheur du Lac*

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## *Reservation terms and conditions*

### **Reservation**

You can make a reservation by e-mail, telephone or by completing the reservation request on the following website [www.chambres-hotes.fr](http://www.chambres-hotes.fr)

### **Confirmation**

As soon as we receive your reservation request, a confirmation will be sent to you.

### **Deposit**

To ensure the reservation, we will ask you to pay a 50% deposit, payable by bank transfer.

As soon as the deposit is paid you'll receive a final confirmation by email or text message. Within 10 days without this payment, we reserve the right to cancel your reservation.

The remaining amount will be due in cash or by check upon arrival.

### **Time of arrival**

If you choose to change your time of arrival, please let us know as soon as possible.

### **Partial or total cancellation**

In case you have to cancel your booking, the refund of the deposit is subject to conditions.

#### *Conditions:*

Due to the size of our establishment, any cancellation affects us significantly, which is why:

Up to 7 days before arrival, we will keep the deposit.

Less than 7 days before arrival or if the guest(s) doesn't show up, we will keep the deposit and the guest(s) will be liable for the whole amount of the booking unless we can re-let the room.

### **Data security**

All information submitted to us will be treated with strict confidentiality.