

Terms and Conditions

Legal notice and general terms of sale · English translation

English translation based on the French legal notice and general terms of sale published on [manoirstmichel.com/legal](https://www.manoirstmichel.com/legal). In case of discrepancy, the French source text remains authoritative.

Legal notice

SARL LE MANOIR SAINT MICHEL

Share capital: €350,625

Operator: Jérôme Fournel

Registered office: 38 rue de la Carquois, 22240 Fréhel, France

RCS Saint-Malo: 532 008 836

SIRET: 532 008 836 000 19

Intra-community VAT no.: FR 63 532 008 836

Telephone: (+33) 02 96 41 48 87

Email: contact@manoirstmichel.com

SARL LE MANOIR SAINT MICHEL's principal activity is hotel accommodation and the serving of breakfasts and/or brunch. It operates the website <https://www.manoirstmichel.com> (the "Site"), which enables guests to reserve stays.

General Terms and Conditions of Sale

- Pets are welcome: €10 per night. Two conditions apply: they must be kept on a lead throughout the property, including parking areas and gardens, and they must not be left alone in the room.
- Baby cot with duvet: €15 per night, subject to availability.
- Arrival is possible from 3:00 p.m.
- On the day of departure, rooms must be vacated by 11:00 a.m.

PLEASE READ CAREFULLY BEFORE MAKING YOUR RESERVATION.

Article 1 — Purpose

These General Terms and Conditions of Sale define the conditions under which the Client makes a reservation for services offered and sold by L'HOTEL LE MANOIR SAINT MICHEL. The services offered concern hotel accommodation exclusively. These General Terms and Conditions apply to all reservations, whether made by telephone, online, or by email. They govern all steps required for the Client's reservation and reservation follow-up.

L'HOTEL LE MANOIR SAINT MICHEL specifies that the reservation service is intended exclusively for adult consumers, meaning any natural person acting for purposes outside their commercial, industrial, craft, or liberal professional activity, as well as legal persons for needs other than those relating to their activities, hereinafter the "Client". Any acquisition not compliant with this limitation is the responsibility of the Client and/or their representatives.

Article 2 — Application and enforceability of the General Terms and Conditions of Sale

These General Terms and Conditions of Sale are available for consultation on the Site when making a reservation.

Before making a reservation, the Client declares that they have read the General Terms and Conditions of Sale. The Client's acceptance of these General Terms and Conditions of Sale and the pricing conditions necessarily occurs at the time of reservation. L'HOTEL LE MANOIR SAINT MICHEL may modify the General Terms and Conditions of Sale at any time. The Client is therefore invited, before each new reservation, to reread carefully the General Terms and Conditions of Sale in force on the Site.

The Site contains legal information that forms an integral part of the General Terms and Conditions of Sale: the legal notice; personal-data protection information; and cookie information.

Article 3 — No right of withdrawal

The Client is reminded that, in accordance with Article L.221-28 of the French Consumer Code, they do not have a right of withdrawal for the conclusion of contracts for the provision of services covered by these terms.

Article 4 — Cancellation insurance

Before making a reservation, and in view of the booking and cancellation conditions set out below (Articles 4 and 5), L'HOTEL LE MANOIR SAINT MICHEL invites the Client to check whether their stay is covered by cancellation insurance from which they may benefit under the payment method used to make the reservation. Failing this, the Client may also take out cancellation insurance with a provider of their choice.

Article 5 — Accommodation reservation process

L'HOTEL LE MANOIR SAINT MICHEL offers the Client two types of services for making a reservation: immediate reservation on www.manoirstmichel.com through the Wubook interface; or a tailor-made reservation directly by telephone or email with the reservation service of L'HOTEL LE MANOIR SAINT MICHEL.

The telephone reservation service is available Monday to Sunday, from 9:00 a.m. to 7:00 p.m.

5.1) When the Client reserves via the reservation service, the reservation of the stay becomes effective only when L'HOTEL LE MANOIR SAINT MICHEL receives payment of the deposit, except in specific cases of clients benefiting from preferential booking conditions.

The deposit may be paid either by bank transfer or by bank card.

5.2.c) At the end of the reservation process described above, the Client receives written confirmation summarising the details of the reservation made, at the email address provided during the reservation. L'HOTEL LE MANOIR SAINT MICHEL invites the Client to read the confirmation carefully to ensure that it matches their request.

Article 6 — Cancellation, stay modification, and no-show conditions

The Client may cancel their stay reservation free of charge up to eight (8) days before the initially scheduled arrival date, in accordance with Articles 6.1 and 6.4. In this case, L'HOTEL LE MANOIR SAINT MICHEL returns the deposit paid.

The Client may request that their reservation be postponed to another date, free of charge up to eight (8) days before the initially scheduled arrival date, in accordance with Article 6.4. In this case, the reservation is postponed at the rate applicable on the new date chosen by the Client, subject to availability.

6.1) In the event of total or partial cancellation (late arrival or early departure) of the stay reservation, modification of the stay less than eight (8) days before the scheduled arrival date, or no-show on the scheduled arrival day, for any reason whatsoever, the entire stay initially reserved will be charged by L'HOTEL LE MANOIR SAINT MICHEL.

6.2) The Client may request that their reservation be postponed to another date, free of charge up to 72 hours before the initially scheduled arrival date, in accordance with Article 6.4. In this case, the reservation is postponed at the rate applicable on the new date chosen by the Client, subject to availability.

6.3) In the event of early departure, modification of the stay after the stay has begun, or no-show on the scheduled arrival day, for any reason whatsoever, the entire stay initially reserved will be charged by L'HOTEL LE MANOIR SAINT MICHEL.

6.4) The request to cancel a stay must be made in writing to the reservation service, either via the link provided for this purpose in the reservation confirmation, by email to contact@manoirstmichel.com, or by post addressed to Service Réservation, L'HOTEL LE MANOIR SAINT MICHEL, 38 rue de la Carquois, 22240 Fréhel, France.

Without a written request, cancellation of the stay will not be taken into account. The date on which the email or postal mail is received is authoritative for calculating the cancellation period.

Upon receipt of the written request, L'HOTEL LE MANOIR SAINT MICHEL will process the cancellation of the stay in accordance with Article 6.

At the Client's request, L'HOTEL LE MANOIR SAINT MICHEL may provide a cancellation invoice.

Deposits retained in the event of total or partial cancellation or no-show within the unauthorised time limits are not subject to VAT (BOI-TVA-SECT-60-20120912, no. 230).

In the event of cancellation of a stay, L'HOTEL LE MANOIR SAINT MICHEL reserves the right to put the service concerned back on sale.