

## **GENERAL CONDITIONS OF SALE :**

### **Booking conditions:**

*To guarantee the reservation a credit card number, Carte Bleue, Visa, Eurocard / Mastercard with expiration date and the last three digits on the back of the card, are requested. The price of the first night of the stay is subject to a pre-authorization of charge on the bank card or credit card. The deposit and advance payment are not refundable and are cashable before the day of the stay.*

### **Booking modification:**

*Any request to modify a reservation must be made to the Cristal Hôtel Restaurant, by phone on 02 41 51 09 54, or by e-mail to [cristalsaumur@gmail.com](mailto:cristalsaumur@gmail.com), or by letter sent to the address 10-12 Place de la République 49400 Saumur, at least 48 hours before the due date of the stay.*

*In case of major force or due to exceptional circumstances, the Cristal Hotel Restaurant can accommodate guests in a nearby hotel of equivalent category, without any price change.*

### **Terms of cancellation :**

*Cancellations must be made within 48 hours before the stay. In case of guarantee by credit card, the cancellation period without charge is also more than 48 hours before the date of arrival.*

*In case of cancellation less than 48 hours, the price corresponding to one night will be charged on the bank card or credit card. Terms of cancellation apply also for reservations made less than 48 hours before the date of the stay.*

*Cancellation conditions are also the same for reservations made less than 48 hours before the date of the stay.*

*In case of guarantee by deposit or down payment, regardless of the time of cancellation, the deposit or installments are not refundable.*

*Any request to cancel a reservation must be made to the Cristal Hôtel Restaurant, by phone 02 41 51 09 54, or by e-mail to [cristalsaumur@gmail.com](mailto:cristalsaumur@gmail.com), or by letter sent to the address 10-12 Place de la République 49400 Saumur.*

*In case of no-show of the customer, the price corresponding to one night will be charged on the guest bank card or credit card.*

*In case of interruption of the stay, no refund will be made. In case of premature departure, the full price of the stay is due.*