



## Parc Hotel S.A. general terms and conditions

### 1<sup>st</sup> article: Contract creation

The present general terms of use as well as their associated contract create an undividable unit. The contract is completely valid once the client's copy of the contract has been signed and returned to the hotel, before the end of option date.  
The hotel has to confirm its acceptance in written.

### 2<sup>nd</sup> article: Contract modification

Any modification has to be done in written by the client and accepted in written by the hotel. In such case, the contract's terms will be applied. In case of disagreement, the hotel has the right to cancel the contract and to apply the penalty of the 7<sup>th</sup> article of the general terms and conditions.

### 3<sup>rd</sup> article: Disposal of room

Booked hotel rooms are at the guest's disposal from 3:00 pm on the arrival day and must be vacated by 12.00 am on the departure day, if not an additional night will be charged

### 4<sup>th</sup> article: Rooming list

For group bookings, the ordering party is obliged to supply the hotel with a list of the participants seven days prior to arrival.

### 5<sup>th</sup> article: Number of participant at an event

The number of participants taking part in an event needs to be communicated at the latest:

- 2 workdays before the event for a group up to 50 participants
- 3 workdays before the event for a group up to 100 participants
- 8 workdays before the event for a group of more than 100 participants

### 6<sup>th</sup> article: Catering

The hotel serves its break-fast as buffets.  
Menus do not include drinks.

### 7<sup>th</sup> article: Cancellation terms

The hotels is to be informed in written of any cancellation or change of the number of participants on an event.

The following charges will be made for changing of bookings or cancellation and for non-appearance without previous cancellation

#### a) Cancellation on lodging:

*1/ Groups where the reservations are done by the organizer*

For Groups below 120 persons

Cancellation up to 45 days before arrival day:	no charge
Cancellation between 30 and 44 days before arrival day:	40% of all booked arrangements
Cancellation between 8 and 29 days before arrival day:	80% of all booked arrangements
Cancellation 7 or less days before arrival day	100% of all booked arrangements

For Groups over 120 persons

Cancellation up to 120 days before arrival day:	no charge
Cancellation between 90 and 119 days before arrival day:	20% of all booked arrangements
Cancellation between 89 and 60 days before arrival day:	50% of all booked arrangements
Cancellation between 59 and 30 days before arrival day:	80% of all booked arrangements
Cancellation 29 or less days before arrival day	100% of all booked arrangements



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## 2/ Groups where the reservations aren't done by a host but individually

### For Groups below 120 persons

Cancellation up to 45 days before arrival:	100% of the rooms are assured relating to the available rooms
Cancellation between 44 and 30 days before arrival:	80% of the rooms are assured relating to the available rooms
Cancellation between 29 and 15 days before arrival day:	50% of the rooms are assured relating to the available rooms
Cancellation between 14 and 8 days before arrival day:	20% of the rooms are assured relating to the available rooms
Cancellation 7 or less days before arrival day	0 guaranty for the rooms relating to the available rooms

### For Groups above 120 persons

Cancellation up to 120 days before arrival:	100% of the rooms are assured relating to the available rooms
Cancellation between 119 and 90 days before arrival:	80% of the rooms are assured relating to the available rooms
Cancellation between 89 and 60 days before arrival day:	50% of the rooms are assured relating to the available rooms
Cancellation between 59 and 30 days before arrival day:	20% of the rooms are assured relating to the available rooms
Cancellation between 29 and 8 days before arrival day:	10% of the rooms are assured relating to the available rooms
Cancellation 7 or less days before arrival day	0 guaranty for the rooms relating to the available rooms

## b) Cancellation on rooms and material:

### For Groups up to 120 persons

Cancellation up to 45 days before arrival day:	no charge
Cancellation between 30 and 44 days before arrival day:	40% of all booked arrangements
Cancellation between 8 and 29 days before arrival day:	80% of all booked arrangements
Cancellation or less days before arrival day	100% of all booked arrangements

### For Groups over 120 persons

Cancellation up to 120 days before arrival day:	no charge
Cancellation between 90 and 119 days before arrival day:	20% of all booked arrangements
Cancellation between 89 and 60 days before arrival day:	50% of all booked arrangements
Cancellation between 59 and 30 days before arrival day:	80% of all booked arrangements
Cancellation 29 or less days before arrival day	100% of all booked arrangements

## c) Administrative charges

The administrative charges to the amount of 2% of the all-round price of the arrival or events have to be paid in case of a cancellation when a confirmation of the client via E-mail or written has been done.

## 8<sup>th</sup> article: Case of "force majeure"

In case of "force majeure", the hotel will not and can not be held responsible for any damages towards the customer.

## 9<sup>th</sup> article: Payment conditions

Invoices are in euros and are to be paid at the reception. They can be paid by any valid payment method accepted by the hotel. Any payment not done in a timely matter after a dunning gives the hotel the right to charge the customer a dole of 2% of the price (all taxes included) per month.

## 10<sup>th</sup> article: Deposits

Deposits can be asked by the hotel depending on the size of the event and its preparation. The fixed amount will be set as an extra condition under the section "special term to the general terms and conditions".

## 11<sup>th</sup> article: Credit card guarantee

Bookings on lodging and event are confirmed after recording of the type, number and expiry date of the bank card of the customer, the name written on that card will serve as guarantee. The card has to be valid on the date of stay of the customer.

## 12<sup>th</sup> article: Extra services

Extra services have to be paid at the reception if they are not included in the contract.

**13<sup>th</sup> article: No shows**

In case of no shows, or non appearance without previous cancellation, the hotel will charge the customer:

**a) Individuals and groups**

100% of the total stay if the services included lodging and events and/or other services by the hotel.

**14<sup>th</sup> article: Special terms**

Any special term in the contract signed by the customer can be found under the section "special terms to the general terms and conditions bound by the present contract"

**15<sup>th</sup> article: Good conduct**

Consumption of food and beverage other than those provided by the hotel is prohibited, unless allowed by the hotel in written.

The hotel has the right to stop providing services without warning or indemnity, if the customers harm the good running of the hotel or the furniture, reputation or security of the establishment.

**16<sup>th</sup> : Responsibility of the organizer of the group**

The organizer is responsible for the behavior of the members of his group. All financial losses that result from bad behavior of this group to other guests due to complaints - for example, disorders of the night - will be charged automatically to the organizer

**17<sup>th</sup> article: Court of law**

For any dispute, the court of law is Luxembourg and only Luxembourgian law is applicable.

**18<sup>th</sup> article: Contract**

This offer will form a contract at the time of signing and customer acceptance within the date option date

**19<sup>th</sup> article: Personal data management policy**

The Hotel applies the law in force concerning the general regulation on data protection "GDPR" imposed by the European Union.

By checking this box ☐ you agree that the hotel will proceed to further processing of your personal data for the purpose of benefiting from promotional offers, goods and services on favorable terms and agree that your personal data can be transferred to our hotel departments for this purpose and agree to be contacted by any means of communication which you have previously communicated to us.

**20<sup>th</sup> article: Attribution of jurisdiction**

For all cause between the parties, only the courts of Luxembourg City are appropriate, which will apply the Luxembourg law.

By signing, the customer confirms having received a copy of the hotel's general sales conditions, which are accepted without reservation.

Mireille Micoud  
Directrice Générale  
Alvisse Parc Hotel

Helmut Burger  
Directeur  
Restauration & Evénement

Client's signature

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In accordance to the general sales conditions of Alvisse Parc-Hotel.