



GENERAL TERMS AND CONDITIONS OF SALE AND PERSONAL DATA PROCESSING POLICY

GENERAL TERMS AND CONDITIONS OF SALE

APPLICABLE TO ALL BOOKINGS MADE BY AN INDIVIDUAL CUSTOMER FOR UP TO 7 ROOMS.

I. Scope and Enforceability

1. These general terms and conditions of sale (hereinafter "T&Cs") apply to all bookings, accommodation services and ancillary services set out in these T&Cs, between the company providing the accommodation (hereinafter "the Hotel") and one or more persons booking accommodation at the Hotel (hereinafter "the Customer") or benefiting from such accommodation (hereinafter "the Beneficiary").

2. The application of the T&Cs covers the booking of a service (hereinafter "the Service") directly with the Hotel, via the website (hereinafter "the Website"), by email exchange, through the booking centre, or via a third party.

3. The version of the T&Cs binding on the Customer is that in force at the time of booking.

4. In any event, the Hotel reserves the right to amend these T&Cs, in whole or in part, at any time. Customers are advised to check the update date of the T&Cs.

5. For bookings of more than 7 rooms, the Customer must contact the booking centre or the Hotel concerned directly, regardless of the distribution channel or booking method.

II. General Provisions

1. These T&Cs can be downloaded via the following link: [Link/HERE](#), or using any function of the reader's browser or computer.

2. The Customer declares that they have obtained from the Hotel all the information necessary to make their choice and book their service.

3. The Customer acknowledges having reviewed the nature, price, destination and booking terms of the available Services, and having sought and obtained the necessary and/or additional information, in particular the terms and conditions of sale for the rate booked, in order to make their booking in full knowledge of the facts.

4. The Customer certifies that they are of legal age and have the capacity to enter into a contract with the Hotel, and that they are not subject to a protective regime within the meaning of Articles 425 et seq. of the French Civil Code, such as guardianship or curatorship.

5. The Customer guarantees the truthfulness and accuracy of the information provided by themselves or by any other persons who made the booking in their name and on their behalf.

6. The Customer is solely responsible for their choice of Services and for their suitability to their needs, such that the Hotel's liability cannot be sought in this regard.

7. All bookings are made in a specific name and may under no circumstances be transferred to a third party, whether free of charge or for a fee. Any booking made on behalf of another person must be made in the name of the third party who is the beneficiary of the stay.

8. The Customer undertakes to inform any Beneficiary of the booking of the terms applicable to their booking and their stay at the Hotel, including these General Terms and Conditions and the Personal Data Processing Policy.

9. The booking is deemed accepted by the Customer at the end of the booking process. The booking implies acceptance of these T&Cs by the Customer and, where applicable, the Beneficiary. Any online or digital booking requires the Customer to review and fully and unreservedly accept these T&Cs. This acceptance is validated upon confirmation of the booking by the Customer.

III. Booking Process

The Customer may book a Service via the Website, by email exchange, by telephone, or directly at the Hotel.

The Customer acknowledges having reviewed the Hotel's T&Cs, the specific terms of the booked rate, the cancellation process, as well as the nature, destination and booking terms of the Service.

The Customer states in this regard that they made their choice in full knowledge of the facts and intends to be solely responsible for the choice of Service booked, such that the Hotel's liability cannot be sought in this regard.

The booking process below concerns bookings made via the Hotel's Website; other booking methods follow a similar process, which may nonetheless present certain differences. In case of doubt, the Customer may contact the Hotel directly.

Booking on the Website is carried out in several stages:

1. The Customer selects a Service on the Hotel's Website. They then provide several required pieces of information marked with an asterisk (*) and listed in section II.4 of the data processing policy below.

Each Hotel has a free-text field allowing the Customer to indicate any special request (in particular: special occasions, parking requests, late arrivals, etc.);

2. The Customer checks on the booking page that the various items in their basket are correct and, where applicable, corrects any errors;

3. After selecting and entering the various items, the Customer confirms their choice by clicking the "BOOK AND PAY NOW" button;

The Customer is informed that only the "BOOK AND PAY NOW" button redirects to the payment platform. The "BOOK" or "ADD" buttons only allow the Customer to build their basket on the Website.

4. The Customer is then redirected to the "Paybox" payment platform, where they select their preferred payment method. The Hotel accepts payment by Carte Bleue, Visa, Mastercard and American Express. After selecting the payment method, the Customer confirms their choice by clicking the "Make Payment" button;

5. The Customer proceeds to pay for the selected service by entering their bank details and then clicking the "Confirm" button;

6. Once the booking has been made and confirmed, the Customer receives a confirmation email at the email address they provided.

For all useful purposes, the Customer is advised, prior to any booking, to contact the Hotel in case of doubt regarding their booking or the booking process. The Hotel's email and telephone contact details are shown on the Website.

IV. Terms and Conditions of Stay at the Hotel

A. General Provisions

1. In accordance with the law, the Customer may be asked, on arrival at the Hotel, to complete a police registration form. Presentation of a valid form of identification will determine whether the Customer needs to complete this form.

2. It is specified that presentation of a valid form of identification is compulsory. Any refusal to present a form of identification may result in refusal of access to the Hotel.

3. The Customer is invited to consult the Website or contact the Hotel to find out about the existence and terms of the ancillary services offered alongside the accommodation service.

4. The photographs on the Website and on partner platforms are for illustrative purposes only. Variations in layout and décor may be observed from one room to another within the same category.

5. Rooms are made available from 3:00 pm on the day of the Customers' arrival and must be vacated by 12:00 noon on the day of departure at the latest, unless otherwise stated below.

5.1 For the Hôtel & Spa Régent Petite France and the Hôtel Les Haras, rooms are made available from 4:00 pm on the day of the Customers' arrival and must be vacated by 12:00 noon on the day of departure at the latest.

5.2 For the Grand Hôtel Bristol, rooms are made available from 4:00 pm on the day of the Customers' arrival and must be vacated by 11:00 am on the day of departure at the latest.

5.3 For the Hôtel Paul & Pia, rooms are made available from 3:00 pm on the day of the Customers' arrival and must be vacated by 11:00 am on the day of departure at the latest.

6. Any Customer wishing to arrange different arrival or departure times must request this when booking or on arrival at the Hotel (at check-in). Failing agreement from the Hotel, any overrun of this time will result in an additional charge at the Hotel's current rate.

7. Should the Customer leave belongings in the room (luggage, personal effects, etc.) after the scheduled departure time, without having requested an adjustment to this time, the Hotel reserves the right to move them out of the room, to the luggage room or to reception, in order to ensure continued availability of the room. Belongings thus removed from the room will be returned to the Customer upon simple request.

B. Customer Conduct

1. Any behaviour contrary to public decency, public order, or in breach of these T&Cs will lead the Hotel to ask the Customer to leave the premises, without any compensation or refund if payment has already been made. The Customer must also settle the cost of the nights' stay before leaving the Hotel.

2. In any event, in the event of proven disorderly conduct or behaviour deemed inappropriate for a stay at the Hotel, the Hotel reserves the right to decide, at its sole discretion, whether to accept any future booking from that Customer.

3. The Hotel also reserves the right to amend or cancel the booking, as well as the rates and terms, 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, exhibition space, etc.

4. The number of people in the rooms may not exceed the number of people stated on the booking and may not exceed the room's stated maximum capacity. Where the number of people stated on the booking is not adhered to, the Hotel reserves the right to refuse to make the booked room available to the Customer, without compensation or refund of deposits previously paid.

5. Smoking and/or vaping are prohibited throughout the Hotel, both in common areas and in private spaces. If a persistent smell of smoke is detected in a room during or after the Customer's departure, a fee of €250 will be payable to cover room cleaning costs. The Customer accepts and undertakes to comply with this policy, and unconditionally authorises the Hotel to charge €250 to the credit card provided as security in the event of breach of this clause, or to invoice the Customer for this €250 amount.

6. Consumption of food and drink other than that provided by the Hotel or its catering service is prohibited.

7. It is expressly agreed that the Customer must use the showers exclusively in the specific areas designated for this purpose, namely the shower trays/basins and/or bathtubs, to the exclusion of any other location. Use of showers outside these areas must be compensated by the Customer to the full extent of the loss suffered by the Hotel (in particular for repairs needed to restore ceilings and paintwork, restore flooring, and loss of earnings related to the closure of the affected rooms, etc.).

8. The Customer also undertakes to make responsible use of all equipment and items made available to them, both in common areas and in private areas. At the end of the stay, the Customer's presumed liability may be engaged in the event of deterioration, loss, theft or destruction of any item located in the Hotel (rooms, common areas, lounges, etc.), and they will be required to compensate the Hotel for the resulting loss.

9. In the event of an untimely fire alarm activation, the responsible Customer will have to cover the cost of any commercial discounts given to other Customers by way of compensation.

10. Where the Customer uses minibar services and/or consumes additional chargeable drinks/snacks without declaring this on departure, the Hotel reserves the right to charge the amount equivalent to the items consumed following an inspection of the room, even if the Customer has already left and settled

their stay. Minibar service and bar drink prices are available in the room or, failing that, on request from the Hotel.

11. The Hotel offers free Wi-Fi access enabling Customers to connect to the internet. The Customer undertakes that the IT resources made available by the Hotel will in no way be used for the reproduction, performance, making available or communication to the public of works or material protected by copyright or performance rights, such as texts, images, photographs, musical works, audiovisual works, software and video games, without authorisation from the rights holders referred to in Books I and II of the French Intellectual Property Code, where such authorisation is required. Should the Customer fail to comply with the aforementioned obligations, they may be charged with the offence of infringement (Article L. 335-3 of the Intellectual Property Code). The Customer is further required to comply with the security policy of the Hotel's internet service provider, in particular the rules on the use of security measures implemented to prevent unlawful use of IT resources. Illegal downloading is strictly prohibited and is the Customer's responsibility.

12. It is prohibited to bring bicycles, scooters or similar items into guest rooms. A parking solution will be offered to the Customer by the Hotel's reception.

C. Pets

1. The Hotel allows certain pets provided they are kept on a lead or in a cage in common areas and are not likely to cause damage or nuisance to Customers or Hotel staff.

2. Authorisation must be requested in advance from the Hotel and the restaurant, together with information about the pet.

3. Additional charges apply per pet per night.

4. The Customer is liable for any damage caused by their pet.

5. Hotel staff will not enter the room if the owner is not present. Therefore, during cleaning hours, the pet must be removed or the owner must be present.

V. Cancellation and Amendments

A. By the Customer

1. The Customer is reminded that, in accordance with Article L. 221-28-12 of the Consumer Code, they do not have the right of withdrawal provided for in Article L. 221-18 of the Consumer Code.

2. The terms and conditions of sale for the booked rate, as accepted by the Customer, specify the procedures for cancelling and/or amending the booking. Bookings with prepayment for a non-refundable and non-cancellable rate cannot be amended, cancelled and/or refunded (including refund by an alternative payment method). For bookings with a flexible rate, the Customer must provide valid credit card payment details at the time of booking as a guarantee for the booking. In this regard, a pre-authorisation may be carried out by the Hotel prior to the stay for verification purposes.

3. Cutting a stay short, in the case of a prepaid booking for a non-refundable and non-cancellable rate, does not give rise to any refund.

4. In the event of a "no-show," meaning a booking that has not been cancelled but for which the Customer has not checked in at the Hotel on the scheduled arrival date, and provided that the booking was guaranteed by credit card or prepaid, the Hotel will charge, as a cancellation fee, the amount of one night booked, or will not refund the amount paid as prepayment. If several nights were booked, the cancellation terms will apply in accordance with the terms and conditions of sale of the booked rate.

B. By the Hotel

Should it prove impossible to make the booked room available to the Customer, or in the event of an exceptional circumstance or force majeure, the Hotel may offer the Customer an alternative accommodation solution or, failing that, a refund of the full amount paid to the Hotel for the stay. The alternative accommodation solution offered will be in a hotel of at least equivalent category, or, if of a lower category, a room of a higher standard than that originally booked, for services of a similar nature. In the event of relocation, the Customer may also request cancellation of their booking, which then gives rise to an immediate refund, without the Customer being able to claim any further compensation or indemnity.

VI. Prices

1. Prices relating to the booking of Services are provided before and at the time of booking.

2. Prices quoted are per room for the number of people and dates selected. Unless otherwise stated, ancillary Services (breakfast, parking, etc.) are not included in the price. Upon confirmation of the Customer's booking, the total amount for the booking of Services will be indicated.

3. Prices take into account VAT applicable on the day of booking, and any change in the applicable VAT rate will be automatically reflected in the prices shown as of the invoicing date.

4. Prices are confirmed to the Customer inclusive of all taxes (TTC), in the Hotel's trading currency (the Euro). Prices quoted are valid only for a specified period.

5. The tourist tax, and any other taxes specific to the municipalities indicated for each rate, is payable directly on site to the Hotel, except in the case of online prepayment, where this amount may be included. Any change to, or introduction of, new statutory or regulatory taxes imposed by the competent authorities will be automatically reflected in the prices shown as of the invoicing date. The Customer undertakes to pay the various taxes, without any dispute, to the booked Hotel.

VII. Payment

1. The Customer provides their payment details either to prepay the booking before the stay, or as a guarantee for the booking in the event of a "no-show." In any event, the Customer must present, upon first request, the credit card used to guarantee the booking or make the prepayment, in order to verify the Customer's identity.

2. Available online payment methods may include Visa, Mastercard, American Express, etc. This list is subject to change.

3. Payment will be debited in accordance with the terms set at the time of booking.

4. When booking through the booking centre, or with the Hotel, for an amount exceeding 2,000 euros including VAT, the Customer will systematically be asked to make payment by bank transfer.

5. Payment by bank transfer may also be requested for lower amounts or at the Customer's express request.

6. In the case of payment on site, the Hotel may accept different payment methods, but the Customer must present the bank card used to guarantee the booking or make the prepayment for identification purposes. The Hotel may also ask the Customer to present a form of identification.

7. Where the Customer's tax residence is in France, any cash payment may not exceed 1,000 euros. Where the Customer's tax residence is abroad, cash payment may not exceed 15,000 euros.

8. If the Customer has not prepaid their stay, the Hotel will ask the Customer, on arrival, for a security deposit or authorisation to charge the bank card in order to guarantee the stay, corresponding to the total amount of the nights' stay. Depending on the Hotel, the Customer may be asked to pay for the stay and the additional services booked upon arrival at the Hotel.

VIII. Insurance and Liability

1. The Customer is liable for all losses, including bodily, material and immaterial damage, for which they may be responsible under this contract, and in particular for damage and risks connected with the exercise of their profession or activity, and more generally, all damage caused to the Hotel, the Hotel's furnishings, the Hotel's service providers and their equipment, or to the Hotel's customers or outside parties, arising from their actions. In this context, the Customer acts as guarantor for the Hotel and undertakes to stand in for it in respect of any claim made by a Hotel customer, or a third party, relating to performance of the contract. In all cases, the Customer hereby guarantees the Hotel against any liability action relating to the stay and to the exercise of their activity or profession, and will join in any legal proceedings that may be brought on these grounds by any party involved against the Hotel.

2. The Customer will bear the costs as well as payment of any compensation and damages that may be claimed on this basis from the Hotel in connection with the signing, performance or termination of this contract.

3. The Customer must ensure the safekeeping of the goods and equipment they have brought. The Customer certifies that they are insured with a notoriously solvent insurance company to cover the financial consequences of their civil liability, guaranteeing in particular damage and risks connected with the exercise of their activity and, more generally, any loss caused to the Hotel as a result of performance of this contract. They undertake to maintain sufficient liability coverage for the entire duration of the hotel services that are the subject of the stay. The Customer is in particular invited to take out specific insurance in the event of the presence of large equipment or valuable goods, insofar as the Hotel's liability cannot be engaged in the event of damage to or theft of such goods. The Customer is liable for all damage caused by themselves or their guests and undertakes, in the event of damage to the premises made available, to bear the costs of restoring these premises. Under no circumstances may the Hotel be held liable for damage of any kind, in particular fire or theft, likely to affect items or equipment left by the Customer during the stay.

4. Any parcels, packages or other items delivered to the Hotel before and during the stay may be received by the Hotel. However, under no circumstances may the Hotel be held liable for any incident, deterioration, incorrect number of parcels, damaged parcel, or any delivery problem. The Customer undertakes, in the event of a problem, to contact the supplier or carrier directly.

5. It is specified that, should the Customer wish to bring in service providers for the organisation of the stay, they must first obtain the Hotel's written consent. The Customer will be solely liable for all damage that may be caused by the service providers they have brought into the Hotel. In the event of damage/deterioration caused by a service provider they have brought into the Hotel, the Hotel will send the Customer the invoice for the necessary repairs, and the Customer undertakes to pay this invoice within 10 days of receipt, with no possibility of dispute.

6. In any event, the Customer must bear all financial consequences of the damage they cause.

7. The Hotel disclaims all liability in the event of theft, loss or deterioration of belongings of customers during their stay resulting from their own actions (negligence, failure to comply with the Hotel's safety instructions, failure to deposit valuables in the safe provided in the room, etc.).

8. Furthermore, insofar as the Hotel provides Customers with individual safes for their free use, with a combination at their discretion, the Customer is required to deposit their valuable personal belongings there.

9. Customers are strictly prohibited from bringing into the Hotel personal belongings that are dangerous or incompatible with the nature and tranquillity of the stay. To this end, it is strictly prohibited to use personal electrical or gas appliances or equipment without the Hotel's express authorisation. This prohibition includes, but is not limited to, portable stoves, barbecues, deep fryers, ovens and coffee makers. Furthermore, the use of candles is strictly prohibited in guest rooms and in the Hotel's common areas.

10. The Customer is required to ensure the security of their personal belongings, and not to leave them unattended within the Hotel outside their room. Furthermore, they must ensure that the room is properly closed and locked.

11. Some Hotels may offer private car parks and/or garages to Customers. These are neither monitored, guarded, nor secured. The Hotel disclaims all liability in the event of loss/theft/damage to the vehicle and/or its contents, including accessories (ski racks, bike racks, bicycles, etc.), within the car park and/or garage, in particular if the Customer has left personal belongings and/or valuables in and/or on their vehicle, or has failed to lock it or close its windows.

12. Some Hotels offer an additional parking solution. Any claim, in particular in the event of an incident affecting or theft of/from the Customer's vehicle, must be made directly to the car park operator.

13. The Customer is liable for any damage, deterioration or act of vandalism that may occur as a result of occupation of the premises, whether to movable property or to the building, whether or not belonging to the Hotel, as well as any damage caused to the equipment of outside service providers, and also any damage caused to other Hotel customers. Accordingly, the Hotel is entitled to require the Customer to repair the damage caused by their actions and to leave the establishment under the same conditions as those set out in IV.B.1 of these T&Cs.

14. The Hotel may, depending on the case, offer a laundry service to the Customer. A handover form is made available to the Customer in the room or directly at the Hotel's reception. This form specifies the price of the service, the terms of performance of the service, the quality of the services offered, as well as the compensation terms in the event of loss or deterioration of items, by way of fixed and final compensation.

15. The Hotel specifies that the laundry service is carried out by an outside service provider to whom the laundry is entrusted. It is noted that this service provider may, at its discretion, refuse an item or

express reservations regarding the cleaning of that item. The Hotel disclaims all liability in the event of colour alteration, deterioration, discolouration, or shrinkage of an item. The Hotel is not liable for items deposited and not claimed after one month, nor for items lost by the service provider. It is noted by the Hotel that the service provider does not guarantee items containing heat-sealed materials or buttons and trimmings that may react to the products used.

16. It is specified that the liability of the aforementioned service provider may not exceed 10 times the cost of cleaning the damaged or lost item.

17. The Customer may not bring an action against the Hotel or claim damages should works (including any type of renovation, maintenance, etc.) take place, during all or part of the services, on the Hotel premises or elsewhere.

18. The Hôtel & Spa Régent Petite France and the Hôtel Les Haras have spas and treatment areas. The Hôtel Régent Contades has a sanarium. Terms of access to these areas are specifically defined by the Hotels concerned and must be checked by the Customer prior to use (permitted age, permitted number of guests, permitted duration, etc.). The Hotel's liability cannot be engaged following an accident relating to the Customer's state of health: indeed, it is the Customer's responsibility to consult their doctor beforehand and ensure that their state of health presents no contraindication with respect to the services offered by the spa/treatment areas/sanarium. The Hotel reserves the right to exclude from these areas any persons not respecting the tranquillity of the premises.

19. Insofar as certain Hotels provide fitness rooms, the Hotel's liability cannot be engaged following an accident relating to the Customer's state of health. Indeed, it is the Customer's responsibility to consult their doctor beforehand and ensure that their state of health presents no contraindication to the practice of the sports and activities offered and/or possible.

IX. Force Majeure – Pandemic

The obligations contained herein will not be applicable, or will be suspended, if their performance has become impossible due to a force majeure event. The parties agree that, for the purposes hereof, force majeure means an event beyond the debtor's control (for example war, a pandemic accompanied by travel restriction or lockdown measures, a natural disaster, etc.) that could not reasonably have been foreseen when the contract/quote was concluded, and whose effects cannot be avoided by appropriate measures, preventing performance of the obligation by the debtor. The Parties must use their best efforts to prevent or reduce the effects of a failure to perform the contract/quote caused by a force majeure event; the Party wishing to invoke a force majeure event must immediately notify the other Party of the beginning and end of that event, failing which it cannot be relieved of its liability.

In such a case, the deposit will be retained and may be reused for a future stay within 12 months of the originally scheduled arrival date.

X. Telephone Commercial Prospecting

A Customer who does not wish to be the subject of telephone commercial prospecting may register free of charge on a list opposing telephone canvassing.

E.g.: <https://www.bloctel.gouv.fr>

XI. Complaints and Disputes

1. 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 from the end of the stay. Once this period has elapsed, the service and invoicing will be deemed accepted and may not give rise to any subsequent claim by the Customer.

After contacting Customer Service or the Hotel, and failing a satisfactory response or any response within 60 days, the Customer may refer the matter to the Tourism and Travel Ombudsman, whose contact details are given below:

Submission by post: MTV – MEDIATION TOURISME VOYAGE, Complaints Submission Department, CS 30958, 75383 PARIS CEDEX 08

Submission online: Referral request – [mtv](https://www.mtv.travel)

2. The Hotel is a member of the Tourism and Travel Mediation Scheme as a member of the trade association "UMIH," duly listed on the website www.mtv.travel under the "Members" tab.

The Customer is informed of the existence of an online dispute resolution (ODR) platform operated by the European Commission, accessible at the following link:

Online Dispute Resolution | European Commission (europa.eu)

<https://consumer-redress.ec.europa.eu/>

XII. Applicable Law and Jurisdiction in the Event of a Dispute

These General Terms and Conditions of Sale of the Hotel, the associated contract, and any disputes or litigation arising from their interpretation, are governed by French law. Any dispute must be brought exclusively before the Strasbourg Judicial Court.

PERSONAL DATA PROCESSING POLICY

Within the framework of the General Data Protection Regulation (hereinafter "GDPR") and French Data Protection Act No. 78-17 of 6 January 1978, the Hotel has undertaken work to protect the personal data of its Customers, formalised through a Personal Data Processing Policy (hereinafter "the Policy"). The Policy applies to the Hotel as data controller.

I. Scope

This Policy applies to:

1. All data processing carried out within the Hotel, as well as under the Website, all existing subdomains of that website, and the booking centre.
2. This Policy forms an integral part of the T&Cs governing the Hotel's services. Acceptance of the above T&Cs implies acceptance of the provisions of the Policy.
3. The Hotel reserves the right to amend the Policy, in whole or in part. The Hotel invites Customers to periodically review it, in particular when making a booking at the Hotel.

II. General Provisions

1. Personal data means any information relating to an identified or identifiable natural person, directly or indirectly, by reference to an identification number or to one or more factors specific to that person. To determine whether a person is identifiable, account should be taken of all the means likely to be used for identification available to the data controller or any other person.
2. Processing of personal data means any operation or set of operations performed on personal data, whatever the process used, including in particular collection, recording, organisation, use, communication by transmission, dissemination or any other form of making available, alignment or combination, as well as blocking, erasure or destruction.
3. Data subject means the natural person concerned by processing of personal data, i.e. the person to whom the processed data relates.
4. The categories of data likely to be processed by the Hotel are as follows:

- Data relating to civil status: Title*, Surname*, First name(s)*, Date of birth;

- Contact data: Email address*, Mobile and/or landline telephone number*, Postal address*, International dialling code*, Social media identifiers;
- Connection data: IP address, Device location;
- Browsing data: Pages viewed on the Website, Time and duration of visits, Website browsing history, Date and time of browsing;
- Data relating to personal life: Nationality, Country of residence*, City of residence*, Copy of identification document and information contained therein;
- "Sensitive" data likely to reveal, even allegedly, a person's health: Where this data enables a match between the person's health and the Hotel's offering (e.g. a disability notified to the Hotel enabling it to offer the Customer an accessible room);
- "Sensitive" data relating to a person's political, religious, trade union or philosophical beliefs: Where this data is spontaneously given to the Hotel and processing is necessary for performance of the requested services (e.g. adapting a dinner menu);

The collection of personal data concerning minors is limited to the following information: Surname, First name(s), Nationality, Date of birth.

This data must be provided only by a legally competent adult.

This representative further undertakes to ensure that the minor does not transmit any personal data concerning them without the representative's prior authorisation.

The Hotel processes sensitive data only at the request of the data subjects and where it is essential to performance of the requested services. Other sensitive data revealed by the processing of other, non-sensitive data does not, as such, undergo processing.

- Data relating to monitoring the business relationship: In particular data necessary for loyalty, prospecting, study, survey and promotional activities, as well as data relating to comments and feedback on stays at the Hotel;
- Data on the location of persons: Location(s)* and Date(s)* of the stay;
- Payment data*: Bank card or other payment card details, bank account details (RIB), IBAN, name of the account holder;

The Customer is informed that data marked with an asterisk (*) is mandatory for finalising bookings. The Hotel will not be able to register a booking or handle a Customer's complaints where this data is missing.

5. The Hotel implements personal data processing, for which it is responsible.

6. The information processed is intended for the Hotel, its entities, its partners, and its service providers (in particular online payment service providers).

7. As part of pre-contractual measures for the booking or performance of the hotel booking contract, the Hotel, its entities, partners and service providers may, each to the extent that concerns them, receive identity data, personal and professional life data, and economic and financial information, in particular for the purposes of hotel booking, loyalty programme management and complaint handling (see V. Data Recipients).

8. Where processing is based on the person's consent, they have the right to withdraw that consent at any time. Withdrawal does not affect the lawfulness of processing based on consent carried out before the withdrawal request.

III. Activities Giving Rise to Processing

This means any category of data according to what is necessary for performance of the service or handling of the request, and what is communicated by the data subject, namely in particular:

1. Hotel, bar and restaurant services provided by the Hotels; spa, treatment and wellness services associated with the Hotels; events within the Hotels: organisation of cultural, artistic, entertainment or public relations events; sale of items and products displayed in the Hotels; online sales via the Website of certain Hotels; communication with persons contacting the Hotel (requests for information, job applications, offers of goods or services, etc.);

2. Data may also be processed in connection with the Hotel's participation in the activity of the company STAY COLLECTION.

IV. Purpose of Processing

The processing of personal data generally aims at satisfaction, appropriate handling, processing of requests or offers of all kinds, and the performance, anticipation and improvement of the Hotel's services.

1. Regarding the accommodation activity, the processing of personal data has the following purposes: organisation, proper welcome and access of Customers to accommodation, satisfaction of requests, including special requests, personalisation of the service for Customers, loyalty, forecasting of resources and supplies, and payment for services.

2. Regarding the handling of contacts with the Hotel, the processing has the following purposes: response to and, where possible, satisfaction of requests.

3. Compliance with legal obligations (e.g. police registration form), management of Customer rights (see II.8 of the Personal Data Processing Policy), and securing use of the Hotel's website.

4. Management of Customer relations (surveys, complaints, exchanges).

5. Organisation of promotional and advertising offers.

6. Finally, data used as a guarantee for room bookings.

V. Data Recipients

Personal data communicated via the Website, by telephone, via the booking centre, or by email, may be sent, within the limits applicable to them, to the following parties:

- Hotel staff: as part of the performance of their duties (including, but not limited to: Sales Department, Marketing Department, Reservations Department, Accounting Department, IT Department, Communications Department, Legal Department, Finance Department, etc.)
- Partners and service providers authorised by the Hotel: from whom strict confidentiality and data protection measures have been required (including, but not limited to: banks, IT subcontractors, lawyers, etc.)
- Competent authorities: in accordance with legal obligations and at the request of a public authority.

VI. Data Retention Period

Data is kept in a form allowing identification of the data subjects for a period not exceeding what is necessary for the purposes for which it is processed.

For processing based on the consent of the data subjects, the data processed is kept only for as long as consent is not withdrawn (e.g. Newsletter subscription).

So-called "sensitive" data is kept only for the time strictly necessary for performance of the contractual or pre-contractual service requested by the data subject and for which this data is communicated.

Payment data is likewise kept only for the time strictly necessary for the payment for which it is communicated. Invoicing files and data, on the other hand, are kept for a period of 10 years in accordance with applicable regulations and for evidentiary purposes (tax, accounting, etc.).

VII. Customer Rights and Remedies

1. Under Articles 15 to 21 of the GDPR, the Customer has a right to object on legitimate grounds, and a right of access, rectification, restriction of processing, portability and objection with respect to personal data and processing concerning them. The Customer may contact the Hotel by post to exercise one or more of these rights.

The Customer may exercise this right by emailing accueil@stay-collection.fr or by writing to the following postal address: STAY COLLECTION, 6A rue du Port du Rhin, 67100 STRASBOURG.

2. If the Customer notices an irregularity in the processing of their data, they may lodge a complaint with the French Data Protection Authority ("CNIL") by post at the following address: CNIL – Complaints Department – 3 Place de Fontenoy – 75007 PARIS.

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