

## **Destination Rennes-Tourist Information Centre Accommodation Online Booking service General Terms and Conditions of Sale**

The accommodation booking service, available on Destination Rennes-Tourist Information Centre site [www.tourisme-rennes.com](http://www.tourisme-rennes.com), is provided by Destination Rennes-Tourist Information Centre, a local tourist organisation authorised to trade under number IM035140001.

Within the scope of this activity, Destination Rennes-Tourist Information Centre is registered under intra-community VAT FR 59797819034.

Destination Rennes-Tourist Information Centre has taken out insurance for professional civil liability with the insurance company RC ALLIANZ 23 rue Saint Héliier 35106 Rennes Cedex.

Financial guarantees are provided by the bank ARKEA Immeuble le Sextant 255 rue de Saint Malo. 35011 Rennes Cedex.

Any booking of accommodation via Destination Rennes-Tourist Information Centre (hereinafter referred to as "the Booking service") implies acceptance of these general terms and conditions that prevail over all other general terms and conditions and special terms and conditions.

### **1. Bookings**

These General Terms and Conditions of Sale apply to any booking made with the Booking service via:

- Internet on [www.tourisme-rennes.com](http://www.tourisme-rennes.com)
- Destination Rennes-Tourist Information Centre telephone service from France: 02 99 67 11 08 or from abroad: 00 33 2 99 67 11 08. Fax: 00 33 (0)2 99 67 11 10
- Destination Rennes-Tourist Information Centre reception desk at 11 rue St Yves Rennes, France.

All bookings are binding and final. Cancellation is only possible under the terms stipulated in section 6.

We strongly advise you to inform Destination Rennes-Tourist Information Centre of your time of arrival or to contact the hotel directly. If you fail to make your arrival time known, the booking will not be guaranteed after 6pm (some hotels do not have night porters, so please make the necessary arrangements).

### **2. Rates**

The rates charged by the Booking service are the public hotel rates. They include VAT (service included) and must be displayed in the hotel reception area. The rate charged by the hotel may not under any circumstances differ from the rate given by the Booking service. The public rates may, however, be increased during the year in the case of one-off events. In this case, the new rates will be displayed in the reception area and be charged by both the Booking service and the hotel.

The price of breakfast is specified separately from the room price.

Only special offers available online at [www.tourisme-rennes.com](http://www.tourisme-rennes.com) are acknowledged by the Booking service.

### **3. Confirmation/Guarantee**

To guarantee your booking, please provide us with your credit card number, expiry date,

cryptogram and holder name. No sum will be debited before your arrival at the hotel. Payments are made directly to the hotel.

The option "no cancellation and no refund" can be proposed to you. In that case, the hotel will call you for the payment before your stay.

The option payment on invoice can be proposed to you. In that case, a deposit will be asked you. This deposit is to be sent to Destination Rennes-Tourist Information Centre either by check, or by transfer and cannot be restored to you.

#### **4. Payment**

Payment for accommodation (room, breakfast, tourist tax, etc.) is settled by the customer in full at the hotel during their stay.

#### **5. Unavailability**

Offers for accommodation made by the Booking service are valid subject to hotel availability.

If the room(s) booked are unavailable on customer arrival, the hotel must guarantee the customer the following at no extra charge:

- an equivalent number of rooms to that featured in the booking for the night in another hotel of an equivalent or superior rating at a rate equivalent to, or lower than, the rate of the booked rooms,
- transport to the hotel as required,
- a refund of the price of a telephone call from this hotel to the customer's family or workplace if desired.

Unavailability of booked rooms does not entitle the customer to any compensation from the Booking service.

#### **6. Cancellation**

To cancel a booking made via the Booking service without financial penalty, the Booking service must be notified of any such cancellation by the customer at least 48 hours before the start of the stay (the time taken into account is 12pm on the expected day of arrival).

The customer must notify the Booking service of the cancellation using one of the following 2 methods:

- **Telephone:** 00 33 (0)2 99 67 11 08 Monday to Friday from 9am to 1pm and 2pm to 6pm (5pm on Fridays) or failing this to the hotel directly.  
Annual closing on 1 May, 25 December and 1 January.
- **Internet:** [www.tourisme-rennes.com](http://www.tourisme-rennes.com), "online booking" section. You enter your user name and password then click on "view booking" and "cancel booking".

Any cancellation not made at the latest 48 hours before the arrival date will incur the invoicing of a cancellation charge equivalent to one night's accommodation per booked room, or to a day's stay in the case of a package deal.

The same charge is due in the event of a last-minute cancellation of a booking made less than 48 hours before the start of the stay.

#### **7. Amending bookings**

To amend a booking made via the Booking service, the Booking service must be notified of any change at least 48 hours before the start of the stay (the time taken into account is 12pm on the expected day of arrival).

The customer must notify the Booking service of the required amendment by one of the following 2 methods:

- **Telephone:** 00 33 (0)2 99 67 11 08 Monday to Friday from 9am to 1pm and 2pm to 6pm (5pm on Fridays) or failing this to the hotel directly.  
Annual closing on 1 May, 25 December and 1 January.
- **Internet:** [www.tourisme-rennes.com](http://www.tourisme-rennes.com) "online booking" section. You enter your user name and password then click on "view booking" and "cancel booking".

#### **8. No Show**

In the event of the customer failing to turn up before the "check out" time on the day after his/her expected arrival (by 12pm at the latest) and not cancelling his/her booking in time, the booked room will be invoiced at a rate equivalent to a night in the hotel (no show bill). The amount is

debited using the card details provided by the customer at the time of booking and gives rise to a bill that the hotel will send directly to the customer (see article 3).

## **9. Proof**

It is expressly agreed that, unless proven to the contrary, the data registered in the computer system of the Booking service and/or its partners constitutes proof of all the transactions concluded with customers, such that they are receivable, valid and opposable between the parties in the same manner, in the same conditions and with the same evidential weight as any written document that may be drawn up, received or kept.

## **10. General hotel regulations**

The hotel rating is determined by the level of comfort and facilities available. The rating standards are inspected by the Prefecture.

## **11. Photographs**

The photos featured on [www.tourisme-rennes.com](http://www.tourisme-rennes.com) serve solely for illustration purposes and are not guaranteed. Consequently they may vary. The Booking service may not be held liable in the event of any error.

## **12. Protection of Personal Data (CNIL)**

Pursuant to Data Protection Act no. 78-17 of 6 January 1978, relative to information technology, files and civil liberties, customer and prospective customer files are subject to declaration to the CNIL (French Data Protection Authority).

Pursuant to article 34 of the French Data Protection Act, you are entitled to access, amend, rectify and delete all personal data. To exercise this right, please contact: Destination Rennes-Tourist Information Centre – CS 26410 – 35064 Rennes Cedex - France.

The information you provide us with when placing your order will not be sent to any third parties apart from the suppliers of the services you have ordered. This information will be treated as confidential by Destination Rennes-Tourist Information Centre and its suppliers. It will only be used by Destination Rennes-Tourist Information Centre's in-house staff and suppliers for the purposes of processing your order, and for improving and personalising correspondence and special offers for customers.

## **13. Protection of your personal and bank details**

For all bookings, we undertake to protect your personal and bank details by means of SSL protocol. This protocol encrypts all your personal details, including the number, name and address associated with your credit card to prevent this data from being read when sent over the Internet. We use the secure payment system Ogone.

## **14. Links**

The Booking service declines all liability for the content of the sites published by third parties that the customer may visit via links posted on [www.tourisme-rennes.com](http://www.tourisme-rennes.com), and all the information provided or services advertised by these sites. Consequently, it is up to the customer to take all the necessary precautions and protective measures if using these links, particularly against potential virus attacks.

## **15. Intellectual property**

Any reproduction of the site [www.tourisme-rennes.com](http://www.tourisme-rennes.com), whether in full or in part, for a purpose other than a private one, is strictly prohibited. The same applies to the texts, comments, works, illustrations and/or images contained on the [www.tourisme-rennes.com](http://www.tourisme-rennes.com) site, pursuant to the provisions of the French Intellectual Property Code and the international agreements in force.

## **16. Applicable law**

The General Terms and Conditions of Sale are governed by French law. Any litigation arising from their interpretation and/or application comes within the remit of the French law courts, in this case the Rennes law courts.

### **Destination Rennes-Tourist Information Centre**

Service réceptif – 11 rue Saint Yves – CS 26410 – 35064 RENNES Cedex. Tél. 00 33 (0)2 99 67 11 08 –  
[servicereceptif@tourisme-rennes.com](mailto:servicereceptif@tourisme-rennes.com) - [www.tourisme-rennes.com](http://www.tourisme-rennes.com).

Local tourist organisation authorised to trade under number IM035140001