

# The Hoxton Paris - Hotel Policies

## Terms and Conditions: Paris

When booking and staying at the hotel, your contract is with The Hoxton (Paris) Limited. Please read our T&C's carefully as you will be bound by them.

### 01

#### Check in and check out

Flexy Time allows you to choose your own check-in and check-out time for free. Only when you book direct on our website 72 or more hours in advance. Not applicable for back-to-back stays. Otherwise, check-in time is 2pm and check-out time is 12pm.

If you're already booked, but want a late check-out, Reception may extend your check-out time for just €10 an hour up till 4pm, subject to availability.

### 02

#### Staying late

Flexy Time allows you to choose your own check-in and check-out time for free. Only when you book direct on our website 72 or more hours in advance. Not applicable for back-to-back stays.

If you're already booked, but want a late check-out, Reception may extend your check-out time for just €10 an hour up till 4pm, subject to availability.

### 03

#### Payment

Reservations must be guaranteed with a credit or debit card at time of booking. Payment is taken upon check-out unless otherwise stated when booking.

We accept Visa, Amex and Mastercard. Please note payment is taken in the hotel's local currency (EUR) and may be subject to currency conversion fees from your bank.

### 04

#### Paying for someone else?

If you intend to pay for someone's stay and you will not be present at the point of check-in to show your payment card, a pre-payment must be made through an online secure payment form. This is for the protection of the card holder. Please email us at

hello.paris@thehox.com

to request a secure payment link.

The form must be fully completed and processed at least 48 hours before arrival, otherwise the guest will be required to pay upon check-in.

Where applicable, the Credit Card used to complete the secure payment can be charged for any incremental costs that were not originally covered by the pre-payment.

Rooms cannot be transferred without prior notice. We are only able to check in guests who have booked and paid for the room online or via our reservations team.

05

Your reservation

When your booking is complete you'll receive an email containing your confirmation number. Please bring this number with you when you check in. You will be required to enter your pin or sign using the card at Check-In as proof of ID.

If you have booked a room in your name but you do not plan to stay, please tell us the name of the new guest as soon as possible.

06

Changes and cancellations

Standard Bookings

You can amend or cancel your booking free of charge up until 2pm (local time) one day before arrival, unless otherwise stated. All you need to do is email our reservations team with your details, and a team member will get in touch within 24 hours. After that time no changes can be made. Cancellations after 2pm one day before arrival means you will be charged in full for your stay.

Corporate Bookings

Once confirmed your reservation may be cancelled as per your company agreement. Cancellation after your company agreement for your stay means you will be charged for the first night of your stay.

07

#### Non-arrivals

##### Standard Bookings

Failing to arrive for your stay means you will be charged the full amount for your booking.

##### Corporate Bookings

Failing to arrive for your stay means you will be charged for the first night of your booking.

08

#### Price

You'll always find the best rates on our website. These are per room, per night and include city tax and Value Added Tax at the prevailing rate. City tax is subject to local legal changes, which may require us to collect additional payment upon check-in if city tax increases between the time of booking and arrival.

09

#### Pre-authorisation

All credit or debit cards are pre-authorised when you arrive at the hotel to stay, use a day office or a meeting room. An amount will be pre-authorised for €50 per night to cover any incidentals. When you give us a credit or debit card, the pre-authorisation guarantees us that you have the monies to pay for the charges incurred. The pre-authorised amount depends on the length of your stay and size of the booking. For further details please contact the hotel.

10

#### Room types

The majority of bedrooms have double beds. We have a limited number of twin rooms, single rooms and a few accessible rooms.

11

#### Damage

Just like you, we like things looking good. Therefore we will charge your credit or debit card for any damage done to your room during your stay or for any items that are missing when you leave.

12

#### Pet policy

We love our four legged friends at The Hoxton and have a number of dedicated rooms and areas they can be in. To ensure the smoothest of stays, have a read through our guidelines below:

There is no charge for your dog to stay in the room. If a room's damaged or super messy, there will be a fee for cleaning or repair costs at check-out. To make a booking, please use the Special Requests field on the payment page.

All dogs need to be kept on a leash or in a carrier when in public areas.

Dogs are not allowed in restaurant outlets.

Dogs must be kept on a leash or in a carrier at all times when in public areas of the hotel.

Owners must be present while any member of the hotel team is in the room with the dog.

Contact details and pet details must be provided to the reception team (with alternate contact in case of emergency).

In the event of emergency, if uncontactable you must agree for the hotel to call a vet and release all responsibility should anything adverse happen.

Doggy door hanger is to be kept on the door always, to indicate dog in room.

Dogs cannot be left unattended in the room, without first informing the Reception team.

Dogs must have up-to date vaccinations, proof of which should be available on request.

13

#### Smoking policy

The Hoxton is 100% smoke-free. Smoking is not permitted in any part of the hotel. Should it be brought to our attention smoking has taken place, a cleaning fee of €200 will be assessed.

14

## Photography

## Photography

When our cameras are rolling we clearly display what we're up to, however, if you're included in any of our photography or video and don't want to be – let us know and we'll spare your blushes by removing any images of you.

## Terms of Use

When using our website or our hotel wifi, these

## Ts and Cs

also apply.

15

## Security

## Website Payment

Security all transactions and credit card details entered on the website are entered on a secured page and transferred using SSL.

## Personal Information

All personal information is processed in accordance with local law and the GDPR and are never sold to third parties. Any personal data that we hold on you shall be gathered and used by us in accordance with our

privacy policy

.