

Le Citizen Hotel - Hotel Policies

Legal notices

Owner

ILO HOTELS

Head office: 132 BD du Montparnasse, 75014 Paris

Email address:

contact@ilohotels.fr

Share capital: €5,000

VAT: FR11982128233

Webmaster

Influence Society

Creator

Company: Influence Society

Telephone: +33 01 84 60 04 60

SIRET: 824 023 063 00020

Intra-community VAT number: FR48824023063

Legal form: Soci  t   par actions simplifi  e (simplified joint-stock company)

APE Code: 7311Z

Share capital: €5,000

Host

Company: Webflow

URL:

<https://www.webflow.com>

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The site has been declared to the Commission Nationale Informatique et Libert   (CNIL).

You have the right to access, modify, rectify, and delete information concerning you (Art. 34 of the Data Protection Act).

To exercise this right, please contact:

contact@ilohotels.fr

Opposition to Telephone Solicitation

In accordance with Article L. 223-3 of the French Consumer Code, consumers have the right to register on the list opposing telephone solicitation.

Article L.223-3 of the Consumer Code states:

      When a professional collects telephone data from a consumer, they must inform the consumer of their right to register on the list opposing telephone solicitation. If this collection occurs during the conclusion of a contract, the contract must clearly and comprehensibly mention the existence of this right.      

You may register free of charge at:

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

Mediation        Dispute Resolution

Consumers with a dispute with a professional may use the online dispute resolution platform (ODR):

<https://ec.europa.eu/consumers/odr/main/index.cfm?event=main.home2.show&lng=EN>

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Consumers with disputes may also contact

AME Conso

:

Online:

<https://www.mediationconso-ame.com>

by filling out the dedicated form and attaching supporting documents.

By post: AME Conso, 197 Boulevard Saint-Germain, 75007 Paris, with supporting documents.

After contacting customer service and in the absence of a satisfactory response within one month, the client may refer the matter to the

Centre de Médiation et d'Arbitrage de Paris

:

AME 11 place Dauphine, 75001 Paris

<https://www.mediateurseuropeens.org>

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Hyperlinks

The site authorizes the implementation of hyperlinks pointing to its content, subject to:

Authorization from the publication director of the site;

Not using the technique of deep linking (pages of the site must not be embedded within another site but accessible by opening a dedicated window);

Mentioning the source with a hyperlink directly to the targeted content.

Any commercial or advertising use is excluded except as provided.

This authorization does not apply to websites distributing polemical, pornographic, xenophobic content, or content likely to offend the sensitivity of the general public.

ILO HOTELS declines all responsibility for the content of third-party websites linked to or from its site and reserves the right to oppose such links.

Sales Conditions for Rates

Cancellation or modification by the client:

In accordance with Article L. 221-28 of the French Consumer Code, the client does not benefit from the right of withdrawal provided for in Article L. 221-18.

The sales conditions of the reserved rate specify the terms of cancellation and/or modification of the booking.

Prepaid bookings cannot be modified or canceled. Deposits paid in advance are non-refundable. This is specified in the sales conditions of the rate.

Where permitted by the sales conditions:

Cancellation can be made directly on the website or mobile services through the [Check or Cancel Your Booking](#) section.

Modification can be made directly with the hotel, whose contact details are provided in the booking confirmation email.

In case of interruption of the stay by the client, the full agreed price will be charged. For prepaid bookings, no refund will be made.

Unless otherwise stated, the client must vacate the room by 12:00 PM on the departure date; otherwise, an additional night will be charged.

All bookings are nominative and may not be transferred to third parties, whether free of charge, for a fee, or for commercial purposes.

For any complaint regarding a hotel booking, the hotel team is at your disposal.

Contact us:

contact@ilohotels.fr