

# Hotel Charles V - Hotel Policies

Charles V Hotel | Terms and Conditions | Luxury Hotel in Paris

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## General Terms and Conditions of Sale

By browsing this site, you acknowledge that you have read and understood these general terms and conditions of sale, which you undertake to respect. The purpose of these conditions is to inform you of the terms and conditions of reservation and cancellation, as well as the responsibilities.

### Article 1: Tariffs

The prices indicated on this site are prices including VAT per room and per night, for a given number of persons per room and for the chosen date.

The prices mentioned on the website are subject to change without notice and only the price mentioned in the booking confirmation is binding.

Tourist taxes are not included in the price.

### Article 2: Reservations

By logging on to [www.hotelcharlesv.fr](http://www.hotelcharlesv.fr) you can make a reservation directly with the hotel.

Our establishment has a real time reservation system which is updated instantly. As soon as you have confirmed your reservation, you will receive a confirmation email. Please print out your booking confirmation which you will receive by email. This confirmation will be requested by the hotel when you check in.

### Article 3: Terms of Payment

To reserve one or more rooms, you must enter your credit card details.

In the case of a flexible booking: the bank details given at the time of booking will be automatically checked when your booking is confirmed. No amount will be deducted at the time of booking - the total amount of your stay will be paid directly on site.

In case of a non-cancellable - non-refundable or early booking: the hotel will charge the total amount of your reservation upon confirmation.

In the case of a long stay: special conditions apply depending on the length of stay. In the case of a flexible booking a deposit will be taken on confirmation, the amount of the deposit varies according to the length of stay.

Credit cards accepted for online payment: Master, Visa.

For payments made with American Express, additional charges may apply.

When ordering, you must mention your credit card number and its validity date. The card must be valid on the date of departure of the reservation. In case of invalid credit card details, the hotel reserves the right to cancel the reservation immediately and without notice.

Our booking system is secure and your credit card number and personal details are safe.

#### Article 4: Booking Guarantee - Check-in and Check-out

We guarantee your room reservation regardless of your arrival time.

The reservation is officially effective from 4pm on the day of arrival and ends at 12 noon on the day of departure. In order to provide the best service to our guests, in the event that your room is ready, regardless of your arrival time, we will do our utmost to hand over the keys to you upon your arrival.

If your room is not ready when you arrive, you can leave your luggage with us at the reception.

If you need your room before 4pm then an early-check-in fee will be applied automatically.

The charges applied depend on the time of check-in:

For an early check-in requested at 2pm: 20€.

For an early check-in requested at 12:00: 30€.

For an early check-in requested at 10am: 40€.

For an early check-in requested at 9am: 50€.

For all early check-ins before 9am, the night before will be automatically charged.

Early check-in is on request only and is subject to availability. Please do not hesitate to contact us at the following address: [reception@hotelcharlesv.fr](mailto:reception@hotelcharlesv.fr)

If you require your room beyond 12 noon on the day of departure then a late check-out charge will automatically be applied.

The charges applied depend on the time of check-out:

For a late check-out requested until 2pm: 20€.

For a late check-out requested until 4pm: 40€.

Late check-outs after 4pm will be automatically charged for the night.

Late check-outs are on request only and are subject to availability. Please contact us at [reception@hotelcharlesv.fr](mailto:reception@hotelcharlesv.fr)

#### Article 5: Changes and cancellations of reservations

In the case of a cancellable reservation, any request to modify your reservation must be made within the cancellation period determined at the time of reservation. This modification can be made either directly online or directly to our establishment by email: [reception@hotelcharlesv.fr](mailto:reception@hotelcharlesv.fr)

This change request will only be effective once you have received a booking change by email and for early bookings or once the hotel has confirmed its acceptance by email.

No changes can be made to non-cancellable - non-refundable bookings

All requests for changes to a long stay must be made directly in writing to our staff ([reception@hotelcharlesv.fr](mailto:reception@hotelcharlesv.fr)). The hotel reserves the right to adapt the sales conditions and rates of the reservation according to the requested modification.

The Charles V Hotel offers you the possibility to book from different types of offers. Each of these offers is subject to specific cancellation conditions. The cancellation conditions for your reservation are also mentioned on the reservation confirmation that you will receive by email.

For the flexible offers, cancellation of your reservation is free of charge until 14:00 (local time) the day before your arrival. After this time, we inform you that the amount of the 1st night will be charged to the credit card given at the time of booking.

For non-refundable offers, you have chosen our non-cancellable/non-refundable rate. For long stays, in case of cancellation in due time, the amount deducted will be refunded to the credit card less a 5€ handling fee.

In case of early departure the hotel reserves the right to charge the full amount of the stay.

#### Article 6: Insurance and liability

The client must inform the establishment of any damage caused by him. The client is responsible for all damage caused by his intermediary and undertakes, in the event of damage to the premises made available, to bear the costs of repairing the damage.

The hotel reserves the right to charge any undeclared extras or services not charged to the credit card provided at the time of booking.

#### Article 7: Relocation

In the event of force majeure (strike, terrorist attacks, etc.), exceptional events or technical or organisational problems in the hotel that make the client's stay impossible, the hotel will do everything in its power to find alternative accommodation, if possible in a hotel of the same or higher category. The choice of accommodation will be made by the hotel itself. The hotel will pay for the cost of accommodation (additional room rate) except in the case of force majeure as detailed above (strike, terrorist attacks, war, etc.)

#### Article 8: Commitment

By making a reservation on the website "[www.hotelcharlesv.fr](http://www.hotelcharlesv.fr)", you agree that your reservation is subject to these terms and conditions.

By accepting the general terms and conditions of sale during the booking process, you are bound by them and your acceptance cannot be questioned.