

OKKO HOTELS Paris Gare de l'Est - Hotel Policies

Reservation Policy

Prices

All prices quoted are inclusive vat. We reserve the right to alter prices for any reason up to the date of booking or up to 12 weeks prior to arrival, whichever is the later. After such dates, prices may only be altered to reflect changes in the rate of vat and taxes or for other reasons beyond the control of the hotel, in which case the changes will be notified to the client. In the latter event, the client may cancel the booking without cost.

Availability

All rooms and rates offered by the hotel are subject to availability and the discretion of the management. Limited numbers of suitable rooms may be allocated to individual rates, packages or promotions and, when these allocations are taken up, remaining available rooms may be offered to the client at a higher price.

Bookings

Reservations must be guaranteed by credit card. The hotel requires a minimum stay of two nights when booking a Saturday and in certain circumstances 3 nights over bank holidays. At the discretion of the hotel, or for some packages, full pre-payment may be required.

Arrival and departure

Every effort will be made to assure availability of rooms upon arrival. There may be occasions, at times of high demand, when our clients can check in and use all facilities, but the bedroom is still being prepared. Guest rooms must be vacated no later than the time specified on your booking on the day of departure. We reserve the right to charge a fee for late check-outs.

Cancellations, non-arrivals or early departures

Reservations may be cancelled 48hours prior to arrival. In the event of non-arrival or cancellation within 48hours of arrival, 100% of the room rate for the first night of the stay will be charged. In the event a guest checks out prior to the reserved check-out date, the hotel reserves the right to charge 100% of the total booking sum to the client's credit card. For this purpose, we may offset the amount payable for such cancellation, non-arrival or early departure against the client's credit card without prior notice or approval of the client, where applicable.

Payment

Settlement of the bill in full, less any advance payments, must be made prior to departure. Upon arrival, we reserves the right to request pre-authorisation of the client's credit or debit card, or where payment is to be by cash, request the client to place cash up to an amount of 1.5 times the room rate multiplied by the number of nights booked. All major credit and debit cards are accepted. All sums are due for payment on presentation of the invoice.

Accessibility Information

At L'Hotel, we cherish the unique history and classic charm of our property. Due to its historic architectural design, please be aware that our hotel facilities are not currently adapted for accessible access. We understand the importance of comfort and accessibility for all our guests, and we are more than willing to discuss any specific needs or concerns you may have to ensure your stay is as comfortable and enjoyable as possible. Should you have any questions about accessibility or require special accommodations during your stay, please do not hesitate to contact us directly

stay@l-hotel.com

. Our team is dedicated to assisting you and exploring all possible options to meet your needs.

No smoking

We operate a no smoking policy in the hotel, including guest bedrooms, public areas, corridors and fire escapes. Breach of this policy by you or any member of your party will result in an automatic fine of €250 which may be directly charged to your card if evidence of smoking is found after your checkout. An additional charge of up to €1000 may be charged if smoking causes the fire alarm to sound.

People per room

All bedrooms are only suitable for two people only. Children of any age are counted as a full person. At least one person per room must be over 18 years old. Babies may be accepted to stay in the room via prior arrangement.

Behaviour

The hotel reserves the right to judge acceptable levels of noise and the behaviour of guests, who must take corrective action when requested to do so by the hotel. In the event of failure to comply with management requests, the hotel may terminate the booking without being liable for any refund or compensation.

Discrimination

It is our policy not to discriminate on the grounds of race, colour, nationality, creed, gender, sexual orientation, marital status, age, ethnic origin or disability. Clients, their employees, guests and all sub-contractors engaged by or on behalf of the client are expected to adhere to this policy and we may,

without incurring any liability to the client, remove from the hotel any person or persons offending against this policy.

Comments and complaints

Any comment or complaint regarding the stay should be made to the duty manager/host at the time of visit so that the matter can be resolved immediately.

Statutory requirements

The hotel is subject to statutory controls, including those relating to fire, licensing, entertainment, health, hygiene and safety. These must be strictly observed by clients, their guests and representatives.

As of 01 January 2026, all overnight stays will incur an additional €7.20 regional tax and €4.50 city tax per person per stay, which will be added to your bill upon departure.

All rates include VAT (TVA).