



## General Terms and Conditions of Sale

### Definition of terms

"Customer" means a natural person, over the age of 18, acting for his or her personal needs and having full legal capacity to commit under this Agreement.

"Sales conditions of the reserved rate" means the specific conditions of each reservation made by the Customer.

«Booking confirmation» means the document summarising the details of the reservation sent by the Hotel to the Customer via the Hotel's website or by any other means.

"Reservation request" means any request for a hotel room reservation made by the Customer.

"Hotel" means the hotel, operated by HÔTEL BELFAST with a capital of €542,132, registered office located at 10 Avenue Carnot, 75017 Paris and listed in the Paris Trade and Companies Register (RCS) under number 552 141 327 00015.

"Partners" means all service providers who have entered into agreements with the Hotel.

«Service or Services» means the services offered by HÔTEL BELFAST (room reservations and related services) on its website.

"Hotel website" means the official website of the Hotel, accessible at [hotelbelfastparis.com](http://hotelbelfastparis.com).

### SCOPE OF THESE GENERAL TERMS AND CONDITIONS

The following General Terms and Conditions of Sale are applicable from January 1<sup>st</sup>, 2025, for an indefinite period. However, the hotel reserves the right to change them without notice. Only the terms in effect during the actual stay of the customer are contractual and form an integral part of the General Terms and Conditions of Sale. Any guest wishing to stay at the Hotel, will be subject to these conditions and must comply with them without condition.

These General Terms and Conditions of Sale apply without restriction or reservation to any purchase of Services offered by the Hotel to consumers and non-professional clients on the Hotel's website.

The main features of the Services are presented on the Hotel's website. The Customer is obliged to read it before any booking. The choice and purchase of a Service is the sole responsibility of the Customer.

The Client who intends to make a reservation must:

- Be of legal age (18 years old);
- Have full legal capacity to commit under these General Terms and Conditions of Sale;
- Make the reservation for the hotel room and offers for personal needs.

### **Any confirmation by the customer implies full approval of these General Terms and Conditions.**

These conditions apply to the exclusion of all other conditions, and particularly those applicable by other OTA (online travel agencies) or other websites or distribution channels selling the Services.

The Client is informed that the Hotel concludes partnership agreements with third-party travel providers in order to allow - by using the services offered by these partners on their website - to search, select and book hotel rooms. Any reservation of rooms at the Hotel made under these conditions implies the consultation and full acceptance by the Customer of the specific conditions of the service provider, the sales conditions of the proposed rate and these General Terms and Conditions of Sale. The Client declares that he has obtained from the Hotel all the necessary information available, also available on the website.

These General Terms and Conditions of Sale are accessible at all times on the Hotel's website and will prevail, if applicable, over any previous version.

The Customer declares that he has read these General Terms and Conditions of Sale (including the Personal Data Charter) and accepted them by checking the box provided for this purpose before the implementation of the online booking process.

These General Terms and Conditions of Sale also include the Privacy Policy.

These General Terms and Conditions of Sale are applicable for the duration of the online availability of the Services offered by the Hotel on the Hotel's website. The Hotel reserves the right to temporarily or permanently close access to its website.

## 1. RESERVATIONS

### A. General provisions

A credit card number is required to confirm any booking. A pre-authorization will be made on the credit card before the arrival of the Customer. In case of refusal of authorization by the bank, or in case of invalid card, the Hotel reserves the right to cancel the reservation without notice.

The credit card used for booking must be held by the person staying at the hotel.

The Customer must present himself at the Hotel with the credit card used to guarantee the reservation or make the prepayment and with an identity document corresponding to the cardholder.

Any booking becomes final only after receiving the written confirmation from the hotel's booking department.

Except bookings made at the rate « **Early-Bird - Non-Cancellable/ Non-Refundable** » which require the payment of the entire stay, the bookings for a long stay (from 6 nights) may give rise to a request from the Hotel for a deposit corresponding to the amount of the first 2 nights of the stay. This deposit will not be refundable if the client does not comply with the cancellation conditions.

The hotel reserves the right to apply special cancellation conditions in case of group reservations (more than 3 rooms). In such a case, the Customer is invited to contact the Hotel by phone or email prior to any reservation in order to be informed of the specific conditions applicable.

The Client undertakes to complete the information requested on the booking request and attests to the veracity and accuracy of the information provided.

The contractual information is presented in French and are confirmed at the latest when the booking is validated by the Customer.

For bookings made exclusively online, the registration of a booking on the Service Provider's website is made when the Customer accepts these Booking Conditions and the Privacy Policy by checking the boxes provided for this purpose and validating his reservation. The Client has the possibility to check the details of his reservation, its total price and to correct any errors before confirming its acceptance (article 1127-2 of the Civil Code). This validation implies the acceptance of all these General Terms and Conditions of Sale and constitutes proof of the sales contract.

It is therefore the responsibility of the Customer to check the accuracy of the booking prior to validation and to immediately report any errors.

The sale of services will be considered final, only after sending to the Customer confirmation of the acceptance of the reservation by the Hotel, by e-mail and after verification of the credit card indicated as a guarantee or after collection by the Hotel of the full price in the case of a non-refundable reservation with prepayment.

Each reservation is nominative and can not be assigned to a third party.

### B. Booking Process

To make a reservation from the hotel's website, the customer is invited to follow the booking steps by providing :

- The desired check-in and check-out dates;
- The room category selected on the Hotel's website (family room with two connecting rooms, triple room etc.);
- The number of guests, adults and children;
- The choice of a selection of additional services/products (baby cot for children under 3 years old, champagne, chocolates, late check-out, breakfast...);

The Customer has the possibility to change his choices at any time, as long as he has not filled in his personal data or confirmed the reservation.

The following steps are followed:

- **Verification and validation of the booking details, its total amount, the rate conditions;**
- **Indication of the Customer's contact details;**
- **Consultation and acceptance of the General Conditions of Sale and the conditions of the selected rate prior to validation of the reservation;**
- **Entering payment details;**
- **Validation of the reservation.**

It is therefore the responsibility of the Client to check the accuracy of the booking details and to report any errors immediately.

Reservations will be considered final only after the Hotel sends a confirmation email accepting the booking and received the full payment at the applicable selected rate.

If the confirmation e-mail is not received within 24 hours after the booking has been made, it is the responsibility of the Customer to contact the Hotel in order to ensure that the information communicated, and the reservation are taken into account.

All the bookings made on the hotel's website constitutes a contract concluded on remote between the Client and the hotel.

The Hotel reserves the right to cancel or refuse any reservation of a Client with whom there is a dispute regarding the payment of an earlier reservation.

### **C. Number of occupants**

At the time of booking, the Client must specify the number of people who will occupy the room or rooms reserved, specifying if there are some, the number of children.

For young children, the hotel provides a baby cot per room and night subject to availability. The Client must ask for it at the time of the booking. Baby beds are available for children under 3 years old. From 3 years old, an extra bed can be requested (with extra charge) as an option and subject to availability and acceptance by the Hotel.

If the number of guests arriving at the Hotel does not correspond to the number of people mentioned during the booking, the Hotel may, subject to availability:

- Charge an extra bed in the room;
- Charge for a room upgrade (larger room);
- Add additional room(s);
- Charge an extra fee.

The Management reserves the right to refuse accommodation to guests not listed on the booking confirmation and who show up at the Hotel.

Such refusal does not mean cancellation of the reservation. The price of the entire stay remains due, whether the people who show up at the hotel decide to stay at the hotel, or not.

### **D. Inhouse verification**

The Management reserves the right to refuse accommodation to people who have not reached the legal majority under French law unless an adult accompanies them. Proof of age may be required upon arrival.

Disabled adults must be accompanied by a legal guardian.

The hotel reserves the right to request proof of identity in due form.

### **E. Cancellation/ Modification by the customer**

#### **- Right of withdrawal**

In accordance with article L 221-28 of the Consumer Code, the Customer does not have the right of withdrawal provided in the article L 221-18 of the French Consumer Code, for contracts of provision of accommodation services that are to be provided on a specified date or within a specific period.

The contract is therefore concluded definitively as soon as the reservation is made by the Customer in accordance with the terms and conditions specified in these General Terms and Conditions of Sale.

The reserved services are exclusively subject to the cancellation and/or modification conditions provided in accordance with the rates and as specified below. These conditions are summarized by the Hotel in the confirmation email sent as a receipt of the reservation.

#### **- Booking at the «Official website Rate»**

In the event of cancellation of the reservation at the « *Official Website Rate* » by the Customer for any reason after its acceptance by the Hotel and after the cancellation deadline noted on the reservation, an amount corresponding to the total amount of the 1<sup>st</sup> night, all taxes included, will be automatically charged to the Customer as damages in compensation for the loss incurred.

This category is at a higher rate in order to offer more flexible warranty policy and cancellation conditions.

- **Booking at the rate «Early-Bird Non-Cancellable/ Non-Refundable»**

In the event of cancellation or modification of a booking at the rate «*Non cancellable/ Non-refundable*» by the Client, for any reason whatsoever, an amount corresponding to 100% of the total prepaid amount will be charged automatically to the Client, even if the cancellation occurs before the stay.

The reservation will be cancelled and the room will no longer be available for the client on the booked dates. In other words, when the reservation is cancelled, it is not necessary to arrive at the hotel on the dates mentioned on the booking, on the pretext that the total amount of the reservation has been charged.

**It is recalled that by choosing the non-amendable rate, the Customer expressly agrees to be subject to the application of a warranty policy and more stringent cancellation conditions as described above in return for a lower booking rate.**

- **Modification or cancellation process**

Any modification or cancellation of a booking must be made in writing and is effective only after confirmation of its acceptance by the Hotel.

Changes or cancellations asked on the phone will not be considered.

- **No show**

In case of no-show by the Client on the date scheduled for his arrival, the entire price of the stay will be charged and from the day after the reservation, the reservation will not be available.

**F. Cancellation/modification due to the Hotel**

In the event of exceptional circumstances constituting a case of force majeure or if the Hotel is unable to provide to the Client the category of room he has booked, the Hotel reserves the possibility of having the Client fully or partially accommodated in a hotel of equivalent category, for similar services and located nearby.

Any additional cost to the price of accommodation agreed as part of the initial booking will be taken in charge by the hotel. This coverage relates exclusively on the price of accommodation, excluding other extra services the customer could have.

**2. ARRIVAL/ DEPARTURE**

The rooms are available for the client from 15:00 on the day of arrival.

Rooms must be vacated before 12:00 on the day of departure.

Any occupancy beyond these time slots may give rise to a charge of additional fees or the billing of an extra night.

It is possible to request an early arrival or a late departure at the reception, with an extra charge, subject to availability and Hotel's approval.

In case of early departure, the entire stay initially booked will remain charged and will not be refunded.

**3. RATES**

Rates vary depending on the time and date of booking.

The rates take into account any discounts that would be granted by the hotel under the conditions specified on the website of the hotel.

The services offered by the Hotel are provided at the rates proposed on the Hotel website at the time when the reservation is registered.

These rates are firm and non-revisable once the reservation is made, the Hotel reserves the right to sell the same services at a different selling price at any time. Likewise, further offers and discounts may not give rise to any refund of the sale price in force at the time of purchase.

The rates are indicated before and during the customer's reservation. They are per room for the number of guests and dates selected.

#### **A. Value-Added Tax (VAT)**

All our rates are all taxes included, net of any commission and are expressed in euros exclusively, commercial currency of the Hotel.

They take into account the VAT rate applicable on the day of booking, being specified that any change in the rate applicable to VAT before the end of the stay would be automatically reflected in the rates indicated on the invoice date.

The same rule applies to any modification or introduction of new legal or regulatory fees imposed by the competent authorities.

#### **B. City Tax**

The city tax, collected on behalf of municipalities, is not included in our rates.

This tax applies per adult (from the age of 18) and per night.

This tax is payable directly to the hotel on arrival.

The amount of this tax is fixed by the municipality, the hotel does not determine the amount and can, in any case make a discount on it. The Client agrees to pay this tax without any dispute.

#### **C. Currency**

The conversion into foreign currency is given for information purposes and is not contractual. If a rate involves payment directly to the Hotel upon arrival or departure of the Customer and the Customer's currency differs from the Hotel's one (euro) on the check-in day, the rate charged by the Hotel may be different from the one communicated at the time of booking, due to exchange rate fluctuation between the date of booking and the payment date.

#### **D. Extras**

Unless otherwise stated on the website, the additional services (breakfast, transportation, extra bed, etc...) are not included in the price.

Breakfasts included or reserved and not taken, will not be deducted from the billing and will not give rise to any refund.

At breakfast, hot dishes can be ordered (omelet, scrambled eggs...) and may give rise to an additional charge.

The following items and services (non-exhaustive list) are subject to additional fees (for information purposes):

- Drinks and snacks from the minibar;
- Drinks and snacks available in the lounges and at the reception;
- Items available for sale at the reception (dental kits, hygiene kits...);
- Borrowed items at the reception and not returned at the end of the stay (phone chargers, hairdryers...);
- Specific orders and extras (flowers, chocolates, packs...);
- Room and safe keys not returned upon departure;
- Damaged, permanently stained or missing linen (pillows, sheets, towels, bathrobes...);
- Missing or damaged items in the rooms;
- Damaged furniture or other room elements;
- Transportation arranged by reception;
- Taxis ordered for customers.

### **4. PAYMENT**

#### **A. Payment Terms**

When booking, the Customer provides his bank details specifying the type of credit/debit card, the credit card number, the expiration date (the credit card must be valid until the end of the stay) and the security code (cryptogram). Payment data is securely exchanged in encrypted mode using SSL protocol.

Upon arrival, the Hotel may require a deposit or a pre-authorization on the Customer's credit card to guarantee payment for services used during the stay or to cover potential damages.

The Customer will come at the Hotel with the credit card that allowed him to make the payment of the reservation. It may be asked to present an ID (identification document) as part of the procedures for preventing bank card fraud.

The Hotel shall not be obliged to provide the Services ordered by the Customer if the price has not been fully paid in advance as described above. Payments made by the Customer will only be considered final after the collection by the Hotel of the amounts due.

The accepted payment methods are specified at the time of booking. Only one payment method is allowed per online reservation.

The payment of the stay is to be paid in full at the check-in time.

However, stays longer than one week or invoices exceeding an amount of € 1,000 may be invoiced weekly or in advance.

The hotel accepts cash payments in the French currency (Euro) and by credit card (Visa/Mastercard/American Express).

**The hotel does not accept any payment by bank cheque.**

## **B. Prepayment**

Prepayment means any payment made at the time of booking by the Customer. Once the prepayment is made, the Customer receives an email confirming his booking.

The amount charged at the time of booking includes the total amount indicated at the time of booking (including all applicable taxes except city taxes) and, when applicable, the price of the options selected by the Customer.

The actual debit of the booking amount may require a certain processing time. If the prepayment is not successfully processed within the required timeframe, the booking will be cancelled.

## **C. Pre-Authorization**

If the Client has not prepaid online for his stay, the Hotel may, on the day of the Client's arrival, make a request for authorization (also called «pre-authorization») on the Customer's bank account via the credit card, to cover the reservation and an extra amount in order to cover any inhouse expenses by the Customer. This extra amount is determined by the hotel according to the number of guests and the number of nights booked.

The pre-authorization request is not an immediate debit but corresponds to a given amount approved by the Client's bank with a view of a future payment. This reservation temporarily reduces the limit of the credit card used to guarantee the possibility of subsequent debit. In some cases, depending on the Client's bank, the pre-authorization request may appear as a pending debit on the bank account associated with the card used.

When the pre-authorization request has been activated and confirmed by the bank:

- If the Customer checks-in as scheduled, he will pay the entire stay at the reception. Any consumption or expenses consumed on-site are to be paid upon departure. The Hotel will request a release of the pre-authorization from the Client's bank after his stay;
- If the Customer does not show up at the Hotel as scheduled, the Hotel sends a debit request to the Customer's bank.

In rare cases, the request for pre-authorization may result in a debit by the Client's bank even before the actual debit is effective. In this case, the debit will not happen twice. The balance, if it is in favor of the Client, will be automatically refunded.

If the reservation is cancelled after the pre-authorization request has been activated, in accordance with the cancellation conditions of the booked rate, a cancellation request for the pre-authorization request is automatically sent to the bank of the cardholder used. In rare cases, this cancellation may appear as a refund.

It should be noted that the automatic release of the pre-authorized amount (or refund) takes up to thirty (30) days, but the time limit may be reduced depending on the holder's bank.

To activate a pre-authorization request, the Customer is asked to provide his credit card details as part of the booking guarantee. The Client is informed in advance of the characteristics of the pre-authorization request. Credit card data is only stored by the payment service provider Systempay, as part of a strict bank data security policy.

## **D. Billing**

An invoice is drawn up by the Hotel and given to the Customer for the reserved services.

## **5. HOTEL STAY**

### **A. Animals**

Pets are not allowed at the hotel.

### **B. Personal effects**

Management recommends not to leave valuables in your room outside the safe and keep an eye on your personal belongings in the common areas.

Any personal item with a value greater than 1,000 € TTC must be stored in the central safe of the hotel or be reported to the management (via reception) in case of impossibility to store it in this hotel safe. A record of the reported effect shall be drawn up and countersigned by the parties.

The hotel is not responsible for theft or damage that occurs by force majeure or loss resulting from inherent nature of the item.

### **C. Behavior**

The Customer accepts and agrees to use the room as a reasonable person.

He must adopt in the hotel, in all circumstances, a behavior compatible with the rules of politeness, respect and decency and generally, a behavior that allows the preservation of quietness for all.

In the cases listed below, the Hotel reserves the right not to receive or expel without compensation and without any refund if a payment has already been made or, in the case where no payment has yet been made, after the Client has paid the price of the nights consumed before leaving the establishment:

- Customers with indecent clothing;
- Clients wearing, in the common areas of the Hotel, clothes designed to hide their face (Law n° 2010-1192 of 11 October 2010);
- Disruptive customers with noisy, inappropriate or alcoholic behavior;
- Clients whose behavior goes against hygiene, moral standards and public order;
- Clients who are disrespectful to the hotel staff (verbal or physical violence, racist behavior or remarks, harassment...).

### **D. Damages**

During the stay, the Client is responsible for any damage to his room or Hotel property.

The Customer shall be held liable for all direct and/or indirect, material or immaterial damages caused by him, found in the room booked or that he may cause to the Hotel or to the Hotel's guests. Accordingly, he agrees to indemnify the Hotel in the amount of said damages, without prejudice to any damages that may be due, costs of proceedings and lawyers incurred by the Hotel.

It is the responsibility of the Client to report any damage or degradation in the room during his stay.

The rooms may be checked before the departure of the Client either following a report from him or at the request of the Hotel. In case of damage, penalties will be charged to the customer to cover the cleaning or replacement costs to restore the room and any incidental costs related to the immobilization of the room during this period. These penalties will be payable right away with no discussion.

If damage is found after departure, an extra charge with the same object will be deducted from the deposit or debited via the payment method provided as guarantee during the booking.

### **E. Children**

Children must be supervised by their parents or a responsible adult.

It is strictly forbidden to leave a child under 15 in a room alone and to leave the hotel.

The hotel declines all responsibility in case of occurrence of any harmful event related to having left a minor unattended.

A minor under the age of 15 is not allowed to take the elevator alone without an adult accompanying him.

#### **F. Smoking forbidden**

The hotel is a completely non-smoking area. The client will be liable for direct and/or indirect damages, resulting from smoking in the hotel. He will therefore be liable for the full amount of the cleaning and restoration costs of the damaged item or space.

In accordance with the French Public Health Code, in its provisions setting out the conditions for applying the ban on smoking in places intended for collective use, smoking in the hotel exposes the customer to the fine provided for third class contraventions or legal proceedings.

#### **G. Wi-Fi**

Free **WIFI** access allowing guests to connect to the internet may be offered according to the Hotel's policy.

The Client undertakes that the computer resources made available to him by the Hotel are not used in any way for reproduction purposes, representation, distribution or communication to the public of works or objects protected by copyright or a related right, such as texts, images, photographs, musical works, audiovisual works, software and video games, without the permission of the holders of the rights provided for in books I and II of the Intellectual Property Code when such permission is required. If the client does not comply with these obligations, he could be charged with a crime of infringement (article L.335-3 of the intellectual property code), punishable by a fine of 300,000 euros and three years imprisonment.

The Customer guarantees the Hotel against any action and/or claim from a third party that would invoke an infringement of an intellectual property right related to the non-compliant use by the Customer of the computer resources made available by the Hotel.

The customer is also obliged to comply with the security policy of the hotel's internet access provider, including the rules for using the security means implemented in order to prevent the unlawful use of computer resources. He must also refrain from any act which undermines the effectiveness of these means.

#### **H. Laundry**

The laundry service is provided by an external service provider.

The hotel declines all responsibility in case of delay, loss or damage of linen and/or clothing that occurs during and due to the laundry service.

#### **I. Transportation**

The transportation services offered by the hotel are operated by external service providers such as taxis or private drivers. The hotel arranges transportation according to Customers' requests but is not responsible for transport services.

#### **J. Luggage storage**

The hotel offers a storage service available at the reception. Luggage can be stored upon receipt of a storage coupon. In this case, the items placed in storage will only be returned on presentation of this coupon.

Any personal item of a value greater than 1,000 € VAT included must be stored in the hotel safe or reported to the Management (via reception) in case of impossibility of deposit in the safe. A report of the reported effect will be prepared and signed by the parties.

The company HOTEL BELFAST is not responsible in case of theft or damage that occur by force majeure or loss resulting from nature of the items.

#### **K. Video-surveillance (CCTV)**

The hotel has video surveillance equipment authorized by the Administrative Authority to monitor the reception and common areas to ensure the security of property and people.

The images are kept for a period of fifteen (15) days and can be viewed in case of incident by authorized staff of the Hotel and by law enforcement.

To exercise its personal rights and in particular its right of access to one's images, or for any information on this device, the Client may contact Ms. Sylvie KOUHANA acting as Data Protection Officer at [infos@hotelbelfastparis.com](mailto:infos@hotelbelfastparis.com) or at the postal address of the Hotel: 10, avenue Carnot – 75017 Paris.

Further information on data protection can be found in the «Legal Notice» section of the hotel's website.

A complaint to the CNIL (French Data Protection Authority) can be filed at the e-mail address [CNIL.fr/plaintes](mailto:CNIL.fr/plaintes), on service-public.fr «Send an online complaint to the CNIL» or at the postal address: Commission nationale de l'informatique et des libertés - Service des plaintes, 3 Place de Fontenoy, TSA80715- 75334 PARIS CEDEX 07.



## **6. LIABILITY POLICY**

### **A. Hotel's Obligation of Means**

The Hotel undertakes to make its best efforts to provide the Services reserved by the Customer, as part of an obligation of means.

The Hotel guarantees the Customer, in accordance with legal provisions and without additional payment, against any lack of conformity or hidden defect resulting from a failure to perform the reserved services and actually paid for in accordance with the conditions and terms defined in these General Terms and Conditions of Sale.

The services provided through the hotel's website comply with the regulations in force in France. The Hotel shall not be liable for non-compliance with the legislation of other countries from which reservations are made, and it is the responsibility of the Customer - who alone is responsible for choosing the requested Services - to verify.

### **B. Claims**

The Client will have a period of 8 days from his departure date from the Hotel, to issue, in writing (email or postal mail), reservations or complaints, regarding the provision of the Services by sending all the supporting documents in its possession.

No claim may be validly accepted in case of non-compliance with these formalities and this deadline by the Customer.

If the Customer fails to raise any issues within the required timeframe, the Services will be considered as conform to the reservation, in terms of quantity and quality.

### **C. Force majeure**

The Parties shall not be held liable if the non-performance or delay in the performance of any of their obligations, as described in these terms, results from a case of force majeure within the meaning of article 1218 of the French Civil Code.

- a. Force majeure means any event out of control by the parties and having an unforeseeable and insurmountable character that prevents either the Client or the Hotel from ensuring all or part of the obligations provided for in the contract. Cases of force majeure or fortuitous events are those usually recognized by the case law of the French courts and tribunals.
- b. No party shall be liable to the other party for any failure to perform its obligations resulting from an event of force majeure. It is expressly agreed that force majeure suspends the parties from fulfilling their obligations to each other and that each party bears the costs arising therefrom.

## **7. MISCELLANEOUS**

### **A. Scope of Terms and Conditions**

No tolerance, regardless of its nature, extent, duration or frequency, shall be considered as the creator of any right and shall not lead to any limitation in any way on the possibility to invoke each of the clauses of these General Terms and Conditions of Sale, at any time, without any restriction.

Any clause of these General Terms and Conditions of Sale which would be declared null or illegal by a competent judge would be deprived of effect, but its invalidity could not affect the other stipulations, nor affect the validity of the General Terms and Conditions of Sale in their entirety or their legal effects.

### **B. Personal data protection**

The processing of information submitted through the website of the hotel has been declared to the CNIL (French Data Protection Authority).

The personal information entered on the booking form is stored in an electronic file by the hotel.

In accordance with the French Law no. 78-17 of 6 January 1978 on data processing, files and freedoms, as amended, and Regulation (EU) No. 2016/679 of 27 April 2016, it is recalled that the personal data requested from the Customer are necessary for the processing of his reservation and the establishment of invoices. These data are processed and intended for the hotel.

The data are therefore processed and used only to the extent necessary for the purposes of commercial relations between the Hotel and the Customer.

They may be communicated to the Hotel's partners in charge of the execution, processing, management and payment of reservations as well as the Customer's stay.

In accordance with the mentioned law, the Customer has a right to access, modify, correct, transfer and permanently delete data that concerns him.

To exercise this right, the client may contact: [infos@hotelbelfastparis.com](mailto:infos@hotelbelfastparis.com).

Your personal information is kept for as long as necessary for business relationships unless:

- The Customer exercises its right to delete data concerning it under the conditions described below;
- A longer data conservation life is permitted or imposed by law or regulation.

During this period, the Hotel will use all means to ensure the confidentiality and security of the Customer's personal data, to prevent their damage, erasure or access by unauthorized third parties.

In addition, the hotel may send its customers by e-mail its newsletter, promotional offers or a satisfaction questionnaire following its hotel stay.

### **C. Applicable law - Language**

This site is subject to French law, particularly in terms of copyright and intellectual property.

If the General Terms and Conditions of the Hotel were translated into a foreign language, the French language would prevail over any other translation in case of disagreements, dispute, difficulty in interpreting or implementing these terms and conditions and more generally, concerning the relations between the parties.

### **D. Litigation**

In the event of a dispute between the Hotel and the Customer, these will strive to find an amicable solution.

In the absence of an amicable agreement, the Customer has the possibility to contact the Consumer Mediator responsible for the Hotel, namely AME CONSO, free of charge, within a period of one year from the written complaint addressed to the Hotel.

The referral to the Consumer Mediator must be made:

- either by completing the form provided for this purpose on the AME CONSO website: [www.mediationconso.com.com](http://www.mediationconso.com.com)
- either by letter addressed to the AME CONSO which will attempt, in full independence and impartiality, to reach an amicable resolution of the dispute:

**Association of European Ombudsmen (AME)**

**Address: 197 Boulevard Saint Germain, 75007 Paris**

**Telephone: +33 9 53 01 02 69**

**Email: [saisine@mediationconso-ame.com](mailto:saisine@mediationconso-ame.com)**

**Website: <http://www.mediationconso-ame.com>**

The Client remains free to use mediation or not.

In the event of recourse to mediation by the Hotel, the Customer is also free to accept or refuse the use of mediation.

Once the Mediator has rendered his decision, each party is free to accept or reject the solution proposed.

It is also recalled that, in accordance with Regulation (EU) n°524/2013 of the European Parliament and of the Council of 21 May 2013, the Client has access to the online dispute resolution platform (RLL) at the following address: [ec.europa.eu/consumers/odr](http://ec.europa.eu/consumers/odr).