

O U R G E N E R A L T E R M S A N D C O N D I T I O N S

M o r e f l e x i b i l i t y d u e t o C O V I D 1 9

H o t e l

Booking

- The general booking conditions are applicable to all reservations whether made over the phone, by fax, post or email.
- All bookings must be made over the phone, by fax, post or email.
- Once you have provided us with a credit card number you will be entered into a legally binding agreement with our establishment; this also implies your acceptance of our terms and conditions.

Arrival / Departure

- Rooms are available from 5 :00 pm and must be vacated by 11am.
- We will do our utmost to ensure your room is ready as quickly as possible.
- All reservations are guaranteed until 19:00 pm. Kindly advise us in case of a later ETA.
- Please read our charter for the hotel.
- The balance of the bill will be paid at the departure.

Garantie / Prépaiement / Annulation

- Our warranty, pre-payment and cancellation policy for flexible stays are:
 - **Stay for 1 to 2 nights**, Valid Credit card number as a guarantee / Possibility to cancel prior to 24 hours in advance of arrival / Cancellation less than 24 hours before the stay: please check the last paragraph.
 - **Séjour de plus de 3 nuits**, Acompte de 30 % du montant total de la réservation / Annulation possible jusqu'à 24h avant l'arrivée / Annulation moins de 24h avant l'arrivée : cf dernier paragraphe.
- **Stay for over 3 nights**, deposit 30% of the total stay / Possibility to cancel prior to 24 hours in advance of arrival / Cancellation less than 24 hours before the stay: please check the last paragraph.
- The cancellation of your reservation is carried out by the reception following written confirmation from you by email or letter. The date we receive your request to cancel your reservation (by email, letter, telephone or fax) is the cancellation date.
- In case of a no show and the absence of a request for cancellation, the full amount of your reservation will be charged.
- **Due to the current health situation, for any cancellation or change of booking, you will be offered a voucher valid for 18 months to make another booking. After this time, we will reimburse you if the postponement is not possible.**

Special offers

- Non-flexible stays: The full amount of the stay will be paid immediately at the time of booking.

Curtailed Stays

- For any curtailments of your stay, not advised at least 24 hours beforehand, the cost of one night will be charged by the hotel, in compensation.

www.manoir-du-lys.fr

The ORIGINALS
HUMAN HOTELS & RESORTS

HÔTEL ★★★

RESTAURANT GASTRONOMIQUE ÉTOILÉ ★

ROUTE DE JUVIGNY - LA CROIX GAUTIER - BAGNOLES DE L'ORNE

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