



TERMS AND CONDITIONS OF SALE 2023

- 1 – Stays are guaranteed subject to receipt of a deposit of 50% of the reservation.
- 2 - The hotel undertakes to fully refund all deposits in case of a written cancellation at least 7 days from April till June and from September till November and 14 days in July and August prior to the scheduled arrival date.
- 3 - In case of a no-show, the booking is cancelled automatically and full amount of the reservation will be billed.
- 4 – On arrival, we shall ask you to pay the full cost of your accommodation.
For your comfort, if the amount payable exceeds €500, we shall present you with an intermediate bill for approval and payment at Reception.
- 5 - In case of premature departure, the cost of the stay shall be billed in full by way of indemnification.
- 6 – Our hotel is designed to welcome 2 guests per room. A third person (or baby) can be accommodated in the Deluxe Room or Junior Suite category with extra charge of €50 per night.
Our Suite Grande Terrasse is fitted with a comfortable sofa bed to welcome without extra charge an adult or two small child.
- 7 - All our rooms are "non-smoking": contravening this would immediately trigger the evacuation siren for several minutes.
- 8 - Hotel rooms are available from 4 p.m. on the day of arrival and must be vacated by 11h a.m. on the day of departure.
- 9 – Breakfast is served outdoors from 8 a.m. to 11 a.m. as a Continental buffet (€18) or American buffet (€22)... as well as an "A la carte" option.
- 10 – Our Le Cabanon restaurant offers you an outdoor Mediterranean snack from noon to 8 p.m. We thank you for agreeing to reserve your table with our teams or, for the day of your arrival, to indicate it during your reservation.
- 11 - The hotel pools are unsupervised and exclusively reserved for hotel guests. Swim nappies (swim diapers) are mandatory for babies. Running around the pools is dangerous and can easily lead to slipping. Games (ball games, inflatable mattresses, etc.) are not allowed.
For safety reasons, our pool is closed from 8 p.m. to 8 a.m., during which time it is protected by rolling shutter and bathing is prohibited.



12 - We kindly request parents to ensure their children are accompanied in communal areas of the hotel and do not disturb other guests, particularly in the pool area and restaurant.

13 – Small pets are admitted to the hotel subject to prior booking and a supplement of €20 per day. However, for reasons of comfort and hygiene, they must be kept on a lead in communal areas. They are admitted to the pool area and restaurant if they are not a nuisance to other guests (barking or lack of cleanliness). For obvious hygiene reasons, bathing is not allowed.

Lastly, for their wellbeing and the safety of our staff, they must not under any circumstances be left alone in the room.

14 - The Management reserves the right to terminate, immediately and without prior notice, the stay of any guest who fails to respect points 11, 12 and 13 and is therefore a disturbance to our other guests.

15 - The hotel is fitted with free wireless Internet access (ssid: StoriaRamatuelle-guests). Please refrain from illegal downloading of any kind, in accordance with current legislation.

16 – The hotel car park is equipped with 11 kVA and 3.7 kVA chargers allowing you to charge your electric vehicle.

17 – In order to communicate with you, the hotel stores your personal details in respect of the French Data Protection Act. You have the right to access information pertaining to you at any time by contacting us at reception.ramatuelle@storia-collection.com .

18 – Our property being classified 4 stars by France Tourism Development Agency, the City tax for Ramatuelle is in addition to 3.46 euros per person and per day.

19 - To settle your bill, the hotel accepts payments in cash for amounts of less than €1,000 and the following credit cards: Carte Bleue, Visa, Eurocard-Mastercard and American Express.