

General sales conditions

We inform you the arrival in our bedrooms are done between 4 pm and 6.30 pm.

The room must be free at 11 am at the latest on the day of your departure.

An early arrival or late departure can be organized on request and subject to availability, with an additional charge of 10€ per hour.

Every started hour will be taken as a full hour either for the arrival or the departure.

Every booked additional hour will be automatically put on the bill.

We inform you that the methods of payment accepted are: credit card, American Express, bank transfer (with the express permission of the management) or cash.

General booking conditions:

A deposit of 50 % of the price of the chosen service provided the Domaine du Haut Jardin will be asked through a number of credit card, that will confirm and hold your reservation. Without these two parts, the reservation won't be taken into account.

Any payment of the deposit through a bank transfer must be allowed by the management beforehand. A deposit paid by bank transfer without being allowed by the management won't be accepted.

In case of payment of a deposit by bank transfer, the customer must send an e-mail to prove the payment with the name of the account holder, and the dates of the stay, name of the room or chalet and name of the reservation.

General conditions for a change:

Any change of date leads to an administrative charge of 30€. Any change of date or of accommodation type takes into account the possible price changes.

Any change of date 15 days or less before the date of your arrival will be considered as a cancellation. Its treatment will depend on the general cancellation conditions.

Any change of category of room or chalet will take into account the price applicable per room or per chalet.

Any change of room or chalet will lead to an administrative charge of 30€.

General cancellation conditions:

If your cancellation is done more than 72 hours before the date of your arrival, the deposit is held for 6 months, except for school holidays, weekends, days before public holiday and public holidays if the room or chalet is rented again (to another customer).

If your cancellation is done less than 72 hours before the date of your arrival or on the very day, the deposit is lost.

If the deposit must be held more than 6 months, an administrative charge of 30€ will be put on the bill.

Reservations done after the extension take into account the possible changes of prices and are done by e-mail only.

It is up to the customer who cancels a reservation to inquire about the renting of the room or the chalet by another customer.

Gift voucher:

Gift vouchers are on sale on the Internet site only.

They are valid for one year from the purchase date.

Any reservation with a gift voucher must be done by e-mail.

Once the reservation is done, the dates of the stay can't be changed.

In case of cancellation, the gift voucher is lost.

A credit card number can be asked at the arrival as a guarantee.

The Jacuzzis:

Any damage or misuse of a Jacuzzi or use of an unauthorized product in the Spa will be charged 250€.

Smokers:

All buildings are a non-smoker area.

Any breach of this rule will lead to a bill of 250€.

All offenders are exposed, if necessary, to the fines stipulated by laws.

Le Refuge:

Reservation and change conditions are applicable.

It can be booked with predefined times.

Any non-planned exceeding time will be charged 90€.

Any cancellation 48 hours before the date of the use of the well-being space will be charged 50%.

Any cancellation on the very day will be totally charged.

Massages:

They are available by reservation only.

They are given directly in the room or chalet.

Any massage cancelled in the 72 hours before the date of your appointment will be charged 30€.

Any massage cancelled 24 hours before the date of your appointment will be charged 50€.

Any massage cancelled on the very day will be totally charged.

Accommodation, packages and stays:

The management reserves the right to change the organization of suggested stays or packages in case of absolute necessity.

On the same condition, the management reserves the right to assign another room or chalet than the one initially planned.

Tourist tax:

A tourist tax per night is applicable for every person aged 18 or more staying in our hotel.

People having their main residence in the Vosges department are exempted (identity card or passport being evidence)

SMDA Company:

Collected information is IT processed to be used by the hotel communication. The data recipient is SMDA.

According to the “Loi informatique et libertés” (data protection act) dated January 6th 1978 modified in 2004, you are given the right to see and change the information which concerns you, right that you can use by asking Agnès Masson, Société SMDA.

You can also, for legitimate grounds, oppose the processing of information which concerns you.