

General Sales Terms



Booking terms :

Booking are firm and final upon receipt of the individual booking agreement, signed and accompanied by the requested deposit.

Deposit :

One night stay : prepayment of the room

In winter : 50 % of the stay amount

Other periods : 30 % of the stay amount

Minimum stay : For some bookings, a minimum stay can be required. It will be stipulated with the tallied period of stay.

Promotional offers :

Promotional offers are regularly suggested. Valid in limited places, they are not retroactive and cannot be cumulated. The guest can find them on the websites of Ermitage -Resort

Check in / Check out

Rooms are available for occupancy from 3pm and must be vacated at 12 pm.

In case the room is available by arrival, the access to the room will be allowed.

By check-in, the guest checks his registration form, and complete it if necessary. He has to mention the under-15s accompanying person.

Modifications during the stay

Stay Formula choice is chosen by the reservation, at latest by arrival. Our Executive Chief plans his purchases regarding the type of reservations, so changes are not allowed during the stay. However, it's possible to get the half board menu while stocks last.

Early departure :

In the event of early departure, the hotelkeeper will charge the remaining amount based on the original booking

Means of payment

Every bill has to be paid by departure. Here, the means of payment we accept. CASH ; VISA ; MASTERCARD ; AMERICAN EXPRESS

Cancellation terms

All cancellations must be confirmed in writing

- 1) In the event of cancellation more 15 days prior to the scheduled date of arrival, the amount of the deposit will be refunded, less the room rate for the first night.
- 2) Cancellation between 15 and 5 days prior to the scheduled date of arrival, the deposit will be retained as a penalty fee.
- 3) Cancellation less than 5 days prior to the scheduled date of arrival, the hotel reserves the right to charge the full amount of the stay based on the original booking.

Depending on busy period and activity

- The client can have the benefit of gratis cancellation, either in the form of a credit (duration of one year)
- Or have the benefit of refund of the deposit, after allowance for expenses (40 € for France, 55 € for foreign countries)

Guest liability and obligations

Guest liability : it is agreed that guests may be held liable for any damage caused to the rooms, which are deemed to have been received in good condition. It is the guest's responsibility to vacate them in like condition. Guests shall make careful use of the premises and shall be liable for damage resulting through their own fault or negligence, or through the fault or negligence of parties for whom they are responsible. Every price reduction granted to a client having suffered nuisances will affect the bill of the confusion's responsible. The Resort is a completely no-smoking area and the guest undertakes to follow this smoking ban

Special clause concerning pets

Pets are authorized in guest rooms. They are strictly prohibited however in the pool complex and surrounding areas : swimming pool, sauna, steam room, changing room, pool terrace and in the dining room. Any damage caused by a pet will be immediately charged to the guest at the rate established as displayed in the room.

Dispute settlement

In case of a dispute without mutual agreement, the Court of Epinal will be referred.