



Marina Hotel Club

Plus qu'un Hotel

INTERNAL RULES OF THE MARINA HOTEL CLUB

ARTICLE 1 : CONDITIONS OF ADMISSION AND STAY

Only persons who have been authorised by the Company to enter the establishment may stay there. Only the persons mentioned in the reservation may stay in the establishment.

Staying in the establishment implies acceptance of the provisions of these rules and the obligation to comply with them.

No person may take up residence in the establishment.

ARTICLE 2 : POLICE FORMALITIES AND LIABILITY

On arrival at the establishment, Customers must confirm their identity and complete and sign an individual police form. Minors who are not accompanied by their parents will only be admitted with the written authorisation of their parents. Minors are under the responsibility and supervision of their legal guardians throughout their stay.

ARTICLE 3 : RECEPTION

Reception is open every day from 9am to 12pm and from 2pm to 11pm in low season, and from 8am to midnight in high season.

Receptionists are available to answer any queries you may have about the various hotel services, the surrounding area, multi-sports pitches, activities, etc.

In the event of a complaint, the Customer is asked to make it to the Management as soon as the event occurs.

ARTICLE 4 : POSTING

These house rules are displayed at reception. They are also available at all times on the <https://hotel-marinaparadise.fr/> website and are given by receptionists to any guest who requests them.

In accordance with the decree of 18 December 2015, hoteliers have an obligation to inform their customers about the prices charged. As a result, the prices of the various hotel services on offer are displayed at the hotel entrance, at customer reception areas and in the accommodation.

The swimming pool regulations are displayed at the entrance to the aquatic area and can be accessed at any time on the establishment's website.

ARTICLE 5 : ARRIVAL ARRANGEMENTS

Arrivals are possible from 3pm.

The establishment has introduced a fast check-in service.

By paying for their stay in full before arrival, customers can take advantage of this service.

In this way, the Customer will be able to collect the room keys immediately on arrival at the site, without any administrative formalities and without having to go to reception.

ARTICLE 6 : CHECK-OUT ARRANGEMENTS

Customers are asked to vacate their room before 11am.

Keys are handed in at the letterbox next to the hotel gate (white gate), or directly at reception.

Any late departure will be charged at 40 euros if it occurs between 11am and 2pm - and the price of the following night if it occurs after 2pm.

ARTICLE 7 : DAMAGE AND DETERIORATION

During their stay, the Customer undertakes to use the accommodation and furniture provided in an appropriate manner and without causing any damage. The Customer will be held liable for any damage resulting from negligence, fault or error on his/her part - whether the damage is direct or indirect, material or immaterial caused to third parties or to the establishment. In the event of deterioration or damage, the Company reserves the right to invoice the amount required to restore the room to its original state, as well as the estimated cost of immobilising the room.

ARTICLE 8 : NOISE AND SILENCE

Guests are asked to avoid any noise or discussion that may disturb their neighbours.

Sound equipment must be adjusted accordingly.

Doors and safes must be closed as discreetly as possible.

It is also strictly forbidden to organise parties or events in the rooms or on the premises and/or to invite people who are not mentioned in the booking form.

ARTICLE 9 : PETS

Animals are strictly forbidden on the hotel premises.

ARTICLE 10 : NON-SMOKING

Guests are authorised to smoke on the balconies and terraces of their accommodation. However, it is strictly forbidden to smoke in the rooms.

ARTICLE 11 : VEHICLE TRAFFIC AND PARKING

Inside the establishment, vehicles must travel at a limited speed (10 km/h). Only vehicles belonging to Clients staying at the establishment may circulate. Parking must not impede traffic or prevent new Customers from parking or moving in. A car park is available to Customers free of charge.

ARTICLE 12 : BEHAVIOUR

Guests are required to refrain from any action that could damage the cleanliness and hygiene of the establishment.

Household waste, rubbish of any kind and paper must be disposed of in the sorting bins opposite the hotel car park and reception.

Plantations and floral decorations must be respected. It is forbidden to damage trees and plantations, to cut branches, to damage fences, grounds or installations, under penalty of administrative and financial sanctions. The accommodation made available to the Customer must be maintained and returned in the condition in which it was found on arrival.

The Customer is hereby informed that he/she may be held civilly and/or criminally liable for any behaviour that is contrary to public order, accepted standards of behaviour, the image or the reputation of the establishment - such as actions, attitudes, behaviour or words that :

- Violent, abusive, racist or threatening towards third parties;
- offend against the decency, good morals, peace and quiet of third parties; or
- Have repercussions on the safety of the establishment and/or persons present on the site. (This list is not exhaustive)

The Management reserves the right to immediately dismiss, without notice or compensation, any Customer whose behaviour is contrary to public order and morality, or likely to affect the peace and quiet of holidaymakers and/or the good order and/or cleanliness of the establishment.

ARTICLE 13 : PLAY AREAS, MULTI-SPORTS PITCHES AND AQUATIC AREAS

No violent or disruptive games may be played on the premises.

Minors are under the responsibility and supervision of their parents or legal guardians.

Customers must comply with the swimming pool rules displayed in the establishment and available at all times on the website, as well as the safety instructions displayed at the entrance to the aquatic area and on the beaches.

Customers may borrow sports equipment free of charge (on presentation of proof of identity), which

they undertake to return at the end of their sporting activity.

With regard to the play areas and inflatables, the Customer must comply with the safety instructions displayed at the entrance to the play area and the age groups mentioned. Supervision by a responsible adult is essential.

ARTICLE 14 : DEAD GARAGE

Unoccupied equipment may only be left on the site with the agreement of the Management and only in the location indicated. A charge may be made for this service.

ARTICLE 15 : INFRINGEMENT OF THE INTERNAL REGULATIONS

In the event of the Customer disrupting the stay of other holidaymakers or failing to comply with the provisions of these house rules, the Management reserves the right to give the Customer oral or written notice to cease the disturbance without delay.

In the event of a serious or repeated breach of the house rules, and after formal notice has been given by the Management to comply, the Company reserves the right to impose a penalty on the Client, which may include expulsion.

In the event of a criminal offence, the Company may call in the police.

ARTICLE 16 : SAFETY

Open fires (wood, coal, etc.) are strictly prohibited. In the event of fire, notify the management immediately. Fire extinguishers may be used if necessary. A first aid kit is available at the reception desk.

ARTICLE 17 : THEFT

The Company is responsible for items entrusted to reception and has a general obligation to monitor the establishment. To this end, and for everyone's safety, the site is equipped with video surveillance cameras, particularly at reception, in the car park and in the grounds.

Customers are asked to be vigilant with their belongings, which are under their sole supervision. Customers must report the presence of any suspicious person to the management.

ARTICLE 18 : BANK IMPRINT

A bank imprint of a maximum of €300 must be left by the customer on arrival, which may be retained in the event of damage or failure to return the keys before 11am on the day of check-out.

