

Gift voucher's Specific sales conditions. Spa's specific sales conditions. and General terms and sales conditions

PREAMBLE

Definitions:

The terms defined hereunder have in these Special Conditions of Sale Gifts Vouchers the following meanings:

Gift voucher: the document containing the offer, the place, the valid number, the validity date and a description to enjoy an offer within our facility. The gift voucher can be delivered by email, post or hand to hand. Confirmations or follow-up folder can be sent by email notifications.

Establishment: refers to the company issuer of the gift voucher which assumes responsibility of receipts, billing, monitoring of delivery, compliance, delivery and all obligations referring to the offer.

Beneficiary: The person who uses the gift voucher.

Service: refers to all of the offer provided by the establishment to the beneficiary.

Client: means the person who buys a gift voucher, with the understanding that the client may or may not be the recipient of the service depending on whether it will be personal use or a gift.

Part: means the client and or the company SARL VILLAGE NATURE ROCHE TAMARIN,
Siret: 43213756000012

Hôtel Lodge Roche Tamarin & Spa **** 142, Chemin Bœuf Mort 97419 LA POSSESSION, île de La Réunion

Website : means the website www.lodgetamarin.com

SCOPE OF CONDITIONS

Prior to any transaction, the Customer acknowledges and expressly accept unreservedly these Special Conditions as soon as it checks the box related to these Conditions on the online form on the website www.lodgetamarin.fr

The customer acknowledges having the capacity to contract under the conditions described in the Special and General Conditions of Sale, and especially have legal age and not being under guardianship.

1.1 Gift voucher's Specific sales conditions.

APPLICATION

These Special Conditions of Sale thus apply only to online purchases of gift vouchers on the website www.lodgetamarin.fr. These conditions are in addition to general conditions of sale, and excluding all other conditions, notably those in force for sales outside gift voucher.

The company SARL ROCHE TAMARIND VILLAGE NATURE , Lodge Roche Tamarin Hotel & Spa **** reserves the right to amend these Special Conditions at any time without notice , provided that such changes will not apply to orders previously accepted and confirmed by the ' hotel VILLAGE NATURE SARL ROCHE, Roche Tamarin TAMARIN Lodge & Spa **** .

THE PRODUCTS CONCERNED

These Conditions of Sale exclusively govern the sales by the SARL VILLAGE NATURE ROCK TAMARIN Hotel Lodge Roche Tamarin of gifts vouchers.

THE RATES

Rates quoted are in Euro and include VAT, and take into account the VAT applicable on the day of booking. Any change in the applicable rate, or any modification or introduction of new taxes introduced by the legal authorities will be automatically reflected in the prices indicated on the invoice date.

The accommodation rates are exclusive of mandatory resort fee to be paid locally and surcharge.

Rates are per gift voucher for the number of people indicated and according to the selected period.

Because of the tariff seasonality, some fees can be charged, asked to the beneficiary or to the customer in the event that the value of gift voucher doesn't match the rates in effect at the time of consumption thereof.

PROCUREMENT PROCESS AND CONTROL OF THE CONTRACT

You can order directly your gifts voucher:

- On our website : www.lodgetamarin.fr
- By email : infos@villagenature.com
- By phone : 0262.44.66.88 du lundi au dimanche
- Directly in our establishment.

TERMS OF USE OF GIFT VOUCHERS AND LIABILITY

In case you would not be the beneficiary of the gift voucher, you are asked to bring to the attention of the recipient the conditions developed below.

Only the presentation of the original voucher received by email, post or delivered in person gives entitlement to the benefit.

The voucher entitles you to benefits developed by Lodge Roche Tamarin Hotel & Spa **** directly through a booking with the hotel.

The gift voucher is valid for 3 months from the day of issue.

The service will take place after the control by the establishment of the validity of the integral gift voucher and payment of this one. This control involves the validation of the gift voucher's number by the institution, to verify the effective activation of it.

The granting of the benefit is subject to the specific conditions of the selected establishment, particularly in terms of cancellation or rebooking.

The voucher is not exchangeable, changeable nor refundable outside the dates of validity and under certain conditions.

In case of no use in its period of validity, loss, theft or destruction of the gift voucher, the recipient may not claim a refund or compensation of any kind or any use subject to certain conditions.

Charges may be requested according to the different seasons and benefits.

It is nevertheless possible to extend the validity of gift voucher with fees according to high or low season. This extension is only possible upon written request and with the management agreement.

1.2 Spa's specific sales conditions.

PRICES

Our prices are net prices. Each program shows the benefits and services included. They are valid for the current year from January 1 to December 31, except for year changes because of a change in legislation, the VAT rates or special promotional offers.

Special offers are applicable subject to availability, non-modifiable, non-retroactive and cannot be combined with any current offers or advantages.

BOOKING

All reservations will be effective upon receipt of title to payment of guarantee deposit of 30 % of the amount of care reserved (to the card or package).

The time of your reservation is the time you have to start your treatment ritual. It is recommended to come 15 minutes before. Any delay could lead to a reduction in the duration of the care or cancellation without modification or price adjustment.

REGULATIONS

Your treatment is payable by check, credit card or cash in advance or in person at the reception of the hotel the same day before the start of the service. For hotel guests, the

treatment note may be transferred to the room. From 300 euros, possibility to pay in 3 times for free.

CANCELLATION

All changes and cancellations 24 hours or more before the time of treatment does not incur cost. Below this delay all changes and cancellations may be subject to additional fees.

SPA ATTITUDE

Wearing the jersey is required in the AquaZen space. The shower is mandatory before entering the AquaZen space. Wearing disposable thong is required during the massages. The SPA is a quiet space dedicated to the search for harmony of body and mind, it is important to speak quietly. Children under 12 are not accepted. Animals, cigarettes, alcohol, mobile phones and electronic games are not allowed. Any behavior with indecent exposure will motivate the interruption or cancellation without refund or postponement care program.

COMPLAINTS

No protest or claims made after the departure date will not be regarded. Any extra consumption is payable upon departure.

LIABILITY

If the client has health problems, it is up to him to consult a doctor before embarking on any of our services. In no case, the Lodge & Spa Tamarin can be held responsible because of force majeure circumstances, due to the third party unconnected with the performance of the services under the contract or improper performance of the contract attributable to the customer.

APPLICABLE LAW

These Terms and Conditions are governed by French law. This applies to substantive rules as to the rules of form. Disputes fall within the exclusive jurisdiction of French courts.

1.3 General terms and sales conditions

APPLICATION

The company SARL ROCHE TAMARIND VILLAGE NATURE , Lodge Roche Tamarin Hotel & Spa **** reserves the right to amend these Special Conditions at any time without notice , provided that such changes will not apply to orders previously accepted and confirmed by the ' hotel VILLAGE NATURE SARL ROCHE, Roche Tamarin Lodge & Spa **** .

THE PRODUCTS

These Conditions of Sale exclusively govern the sales of products and services by SARL VILLAGE NATURE ROCK TAMARIN.

THE RATES

Rates quoted are in €uro and include VAT, and take into account the VAT applicable on the day of booking. Any change in the applicable rate, or any modification or introduction of new taxes introduced by the legal authorities will be automatically reflected in the prices indicated on the invoice date.

Rates are per room for the indicated number of people and depending on the selected period and does not include supplements (unless otherwise stated)

The tourist tax of € 1.07 per day per person (over 13 years) is not included in the listed price and is payable directly on site.

BOOKING

A 30% guarantee of the global amount for each booking is required in order to consider this reservation firm and definitive (refer to cancellation and modification conditions for a potential refund. Reservations are considered firm definitive after receipt of a deposit worth 30 % of the room:

Cash, Cheque, (after verification), VISA, CB MASTERCARD, AMEX, ANCV.

Reservations regardless of their origin are payable in €uro only.

The hotel reserves the right to refuse any reservation in case the credit card number is incorrect or incomplete reservation.

No trip booked before the establishment of a possible promotional offer will not be subject to refund, even partial.

CANCELLATION

For individual vacations:

The total amount of deposit will be refunded if cancellation of booking occurs more than 14 days prior to arrival.

For cancellations between 11 and 14 days before the scheduled date, 10% of total price will be charged

For cancellation between 4 and 10 days before the scheduled date, 50% of total price will be charged.

If you cancel less than 4 days before the scheduled date or in case of no show the total amount is due.

For group stays:

The total amount of deposit will be refunded if cancellation of booking occurs more than 30 days prior to arrival.

For cancellation 30 days before the scheduled date, 20% of total price will be charged

For cancellation between 29 and 7 days before the scheduled date, 50% of total price will be charged.

If cancellation occurs less than 7 days before the scheduled date or in case of no show the cost of the stay is due.

DATE CHANGE CONDITIONS

A change is possible only once, and should be reported at least 4 days before the scheduled date.

For group bookings, the change is possible only once, and should be reported at least 7 days before the scheduled date.

HOTEL AND SERVICES

The reception is open from 8:00 to 20:00 on Saturdays and from 8:00 to 18:00 on Sundays
All other days from 8:00 to 19:00

The restaurant is open every day (except Monday noon), from 12:00 to 13:30 and from 19:30 to 21:00.

Rooms are available from 14 hours and must be vacated by 11am on day of departure.

The customer agrees and undertakes to use the room with due diligence. Also any behavior contrary to morality and public order will bring the hotel to ask the customer to leave the establishment without any compensation and without any refund or if a claim has been made.

No protest or claims made after the departure date will not be regarded.
Any extra consumption is payable upon departure.

For Reasons of safety and hygiene, our animal friends are not allowed in the hotel.

The hotel offers a Wi-Fi internet access. User customer agrees that the IT resources available to it is in any way used for reproduction, representation, making available or communication to the public of works or objects protected by a copyright, a related right, Such as text, images, photographs, musical audiovisual works, software and video games without the permission of copyright holders Provided the book I and II of the Code of intellectual property Where Such permission required.

FORCE MAJEURE

Force majeure means any external event beyond the parties a character both unpredictable and insurmountable that prevents either the client or the hotelier to provide all or part of the obligations under the contract.

This is particularly so in case of strike, insurrection, riot, prohibitions enacted by government or public authorities.

It is expressly agreed that force majeure suspends, for the parties, the execution of their reciprocal obligations and that each party bears the burden of costs that result.

Customers will bear the additional costs that may be incurred to enable the onward journey, following the occurrence of a force majeure.

RESPONSIBILITIES

The hotel accepts no liability for theft, loss, degradation of effects belonging to clients during their stay.

The customer will be liable for any damages of any deterioration, vandalism that may occur due to occupancy and / or because of the participants and / or staff that it is responsible , both movable property , decoration and real estate inside and outside the hotel. Therefore, the hotel can therefore ask the customer to leave the establishment without any compensation and without any refund of the stay being, and repay the damage caused by these acts.

APPLICABLE LAW

These Terms and Conditions are governed by French law. This applies to substantive rules as to the rules of form. Disputes fall within the exclusive jurisdiction of French courts.

May 30th 2015