



Auberge des VoyaJoueurs Terms and Conditions

RESERVATION TERMS

All reservations must be guaranteed by a deposit, which can be deducted at the end of the stay. To guarantee your reservation, we require your complete contact details along with a check or credit card number with expiration date and security code.

DEPOSIT AMOUNT

For a short stay of less than 3 nights, the deposit equals one night's stay. For a stay of 3 nights or more or for a group event, the deposit amount is equal to 30% of the full stay or group event.

RESERVATION CONFIRMATION

The Auberge des Voyajoueurs will confirm your reservation upon receipt of written notice on your behalf (letter, fax or email) and receipt of deposit within five days of booking.

CANCELLATION POLICY

As stipulated in article 1590 of the French Civil Code, all deposits are non-refundable. However, the Auberge des VoyaJoueurs gives you the possibility to cancel your reservation under the following conditions :

- More than 30 days before scheduled arrival date, deposit is fully refunded
- Between 30 and 8 days before scheduled arrival date, 50% of the deposit is refunded
- Between 7 and 2 days before scheduled arrival, the deposit is non-refundable. In case of partial cancellation, 50% of the price of each cancelled room is invoiced.
- No Show - the deposit is non-refundable and the total amount due for confirmed room reservations and services is invoiced.

SHORTENED STAY

If, after your arrival, you decide to shorten your stay, the Auberge de VoyaJoueurs must be notified at least 48 hours before the original departure date, otherwise one night's room rate penalty is charged.

CANCELLATION POLICY FOR GROUP RESERVATIONS (8 OR MORE GUESTS)

The deposit will be refunded only if notification of complete or partial cancellation of a group reservation is received more than 30 days before the scheduled arrival date.

If a group reservation is cancelled completely or partially, less than 8 days before the scheduled arrival date, the deposit will not be refunded and you will be asked to pay the balance of your reservation immediately.

ARRIVAL AND DEPARTURE TIMES

We will do everything in our power to make sure that your room is ready on time. However, this will only be possible any time after 3pm. Check-out time on the date of departure is 12:00 noon.

Your reservation is guaranteed until 8:00 pm on the day of your arrival. Later arrival by arrangement, please notify the Auberge des Voyageurs in advance.

PAYMENT

For stays of 10 nights or more, payment must be made after the 7th night. For stays less than 10 nights, payment can be made at your convenience between your arrival and your departure. Credit cards, personal checks and cash are accepted.

If payment is not made for all amounts due (stay, packages, cancellation fees, etc.), a debit will be made by the Auberge des VoyaJoueurs on the credit card given for the deposit.

No service that is reserved and not consumed shall be reimbursed.

PRICES

Prices subject to change without notice.

TERMINATION

The Auberge des VoyaJoueurs may (without limiting any other remedy) at any time terminate the contract by giving written notice to the client if the client commits any breach of these terms, or if the client goes into liquidation, becomes bankrupt, makes a voluntary arrangement with its creditors or has a receiver or administrator appointed.

ACCESS TO GAMES FOR CLIENTS WITHOUT OVERNIGHT STAY

Authorized access to our games is possible by xxx the entrance fee and a « VoyaJoueur » bracelet. We will also ask you for an ID that we will keep xxxx

All minors must be accompanied by an adult.