

# Conditions



*Le Domaine de L'Orangerie*

## 1-Accommodation (villa capacity)

- The **Garden Villa** accommodates 2 persons on queen size bed + 1 child on a single bed
- The **Garden Suite Residence** accommodates up to 3 persons as follows: 2 adults and 1 child (4-11 yrs old) or 3 adults.
- The **Villa de Charme** and the **Villa de Charme 'Elegance'** accommodates 2 adults only in a queen size bed.
- The **Presidential Villa** can accommodate up to 6 persons in 3 separate bedrooms (2 rooms with 1 queen size bed and 1 room with twin beds /or queen bed) – Child policy will apply for bookings with children.

## 2-Cancellation policy

### For the low, standard and peak seasons:

Cancellation must be in writing (by letter, fax or e-mail) and must be received by the reservations department 15 days before the arrival date. For cancellation received within less than 15 days prior the client's arrival the hotel will charge as follows:

\*Between 14 and 8 days prior to arrival, the hotel will charge 50% of full duration at contract rate.

\*Between 7 and 4 days prior to arrival, the hotel will charge 75% of full duration at contract rate.

\*Less than 72 hours prior arrival, the hotel will charge 100% of full duration at contract rate.

### For the festive season:

Cancellation must be in writing (by letter, fax or e-mail) and must be received by the reservations department 30 days before the arrival date. For cancellation received within less than 30 days prior the client's arrival the hotel will charge as follows:

\*Between 29 and 22 days prior to arrival, the hotel will charge 50% of full duration at contract rate.

\*Between 21 and 14 days prior to arrival, the hotel will charge 75% of full duration at contract rate.

\*Less than 14 days prior arrival, the hotel will charge 100% of full duration at contract rate.

Special cancellation policy applies for Villa Presidential, please refer to rate sheet.  
Relevant cancellation fees will have to be settled to hotel within 15 days of invoice.



### 3-Check-in and Check-out policy

Check-in is at 13h00. Check-out is at 10h00.

### 4-Festive season supplements

A compulsory half board supplement is applicable for the following dates, dinner to be proposed in the buffet and live cooking restaurant (Santosha). A supplement is applicable for bookings in the a la carte restaurant.

	Adult (>12 y.o.), per person	Child (04 – 11 y.o.), per person
Valentine's Day and Easter day	90 €	50 €
December 24 <sup>th</sup>	120 €	55 €
December 31 <sup>st</sup>	150 €	60 €

*Rates include all taxes.*

Festive season supplements do not apply for the **Presidential Villa** category when booked on **Full board** basis.

### 5- Child policy

For security and comfort reasons, Le Domaine de L'Orangerie accommodates children between 04 – 11 y.o. only, which means we may not accommodate 0 – 03 y.o.

For Peak and Festive Seasons, booking with children (04 – 11 y.o.) will **be on request** with the resort.

Only Garden villa and Garden suite should be proposed to family with children aged between 04 – 11 y.o., as the villas on the hillside will not accommodate children. Please refer to our conditions.

Children below 18 y.o. are under the responsibility of parents/relatives at all times in the property. The parents/relatives have a duty of supervision. The hotel shall not have any direct liability should younger guests escape from their parent's monitor and have accident within the property due to negligence.

### 6-Credit card policy

The same credit card used for the payment of the reservation **MUST** be presented to the hotel staff at time of check-in, along with a valid photo ID which matches the name on the credit card. If you are making a reservation for a 3<sup>rd</sup> party, please ask the hotel a credit card authorization form. You must complete and submit the duly signed form together with the additional documents required – as stated on the form sent by the hotel, in order to complete the reservation.