

GENERAL TERMS AND CONDITIONS OF SALE

La Playa Orient Bay – Saint-Martin

Issued version – terms applicable to bookings for 2027 and January 2028

IMPORTANT — All bookings are subject to these General Terms and Conditions of Sale and to the rate conditions presented at the time of booking.

Article 1 – Reservations

All bookings made on the official La Playa Orient Bay website are subject to these General Terms and Conditions of Sale and to the rate conditions presented at the time of booking.

A booking is confirmed once it has been approved by the hotel and a confirmation has been sent to the guest.

Rates, included services and applicable conditions are specified at the time of booking.

Article 2 – Cancellation policy

Cancellation conditions vary according to the dates of the stay. The conditions applicable to each booking are stated in the confirmation sent to the guest.

Dates of stay	Cancellation policy
1–2 January 2027 inclusive	Non-cancellable and non-refundable
3 January–10 April 2027 inclusive	Free cancellation up to 7 days before arrival
11 April–18 December 2027 inclusive	Free cancellation up to 3 days before arrival
19 December 2027–1 January 2028 inclusive	Non-cancellable and non-refundable
2–31 January 2028 inclusive	Free cancellation up to 7 days before arrival

Article 3 – Non-cancellable and non-refundable rate

For the relevant periods, any booking made at the non-cancellable and non-refundable rate is firm and final.

In the event of cancellation or a no-show, no refund will be granted, subject to applicable statutory provisions.

Payment terms are specified at the time of booking.

Article 4 – Flexible rate with cancellation up to 7 days before arrival

For stays from 3 January to 10 April 2027 inclusive and from 2 to 31 January 2028 inclusive, guests may cancel free of charge up to 7 days before the scheduled arrival date.

In the event of cancellation after this deadline or a no-show, the applicable charges are those stated at the time of booking and in the confirmation.

Article 5 – Flexible rate with cancellation up to 3 days before arrival

For stays from 11 April to 18 December 2027 inclusive, guests may cancel free of charge up to 3 days before the scheduled arrival date.

In the event of cancellation after this deadline or a no-show, the applicable charges are those stated at the time of booking and in the confirmation.

Article 6 – Changes to and cancellation of a booking

All requests to change or cancel a booking must be submitted to the hotel in writing.

Changes are subject to hotel availability and to the rate conditions applicable to the booking.

A change to the dates, length of stay or accommodation category may result in a change to the original rate.

Article 7 – Payment

Payment terms, any advance payments and the conditions for payment of the balance are specified at the time of booking.

Guests are informed of the total cost of their stay and the payment terms before confirming their booking.

Article 8 – No-show and early departure

In the event of a no-show or early departure, the applicable rate conditions and any charges are those communicated to the guest at the time of booking.

Article 9 – Right of withdrawal

Accommodation services provided on a specific date or for a specified period are not subject to the 14-day right of withdrawal available for certain distance contracts, pursuant to Article L. 221-28 of the French Consumer Code, where applicable.

Article 10 – Contact

For any questions regarding a booking, a change or a cancellation, guests may contact the hotel directly.

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