

GENERAL TERMS AND CONDITIONS OF SALE

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1. General Terms and Conditions

These Terms and Conditions apply to all reservations, bookings and accommodation agreements of any kind entered into between 'the Customer' and Hôtel Suzie Blue.

Once a reservation is accepted by Hôtel Suzie Blue, a contract exists between the Customer and Hôtel Suzie Blue; the fact that a Customer makes a reservation indicates the Customer's acceptance of these Terms and Conditions.

2. Amendments to the General Terms and Conditions

These General Terms and Conditions may be modified at any time and without prior notice. Before making your booking, we recommend that you check the latest changes on our website.

3. General Terms and Conditions and Use of Our Website

Use of our website is subject to the Terms and Conditions explained below. By using this website, the Customer agrees to be legally bound by these Terms and Conditions.

All discounted rates advertised are limited offers, subject to availability, and may be subject to a minimum number of nights.

Access to the reservation is limited to the exclusive use of individuals or companies, to the exclusion of any group of rooms constituted for the same period of stay. All requests for groups of more than 5 rooms must be made in writing (by e-mail) and are subject to a quotation and contract (rates and cancellation conditions specific to groups).

4. Website Use

Use of the websites is restricted to persons over the age of 18 who are of legal age to enter into a contract.

5. Online Bookings and Third-Party Websites

Please note that different Terms and Conditions and cancellation policies apply to online bookings made through Booking Agents and other affiliated websites depending on the city, accommodation and tariff type selected.



Please take the time to carefully read the tariff information that is available before you make your online booking.

6. Payment Terms and Credit Card Payment Process

Except for Clients who have booked the “Non-Refundable” rate, the Client must pay the remaining balance in full upon arrival using their credit/debit card, and complete verification using the latest chip and PIN technology.

Upon arrival, the Client will also be required to provide a security deposit, either through a pre-authorization on their card or by cash payment (see section below on deposits).

Clients who choose our “Non-Refundable” rate benefit from our best available prices at the time of booking. Full payment is required at the time of booking, and it is strictly non-refundable. On its official website, the hotel uses Stripe’s secure online transaction system (www.stripe.com) and cannot be held responsible in the event of a declined payment.

For security reasons, any “Non-Refundable” Client who has made a reservation through a third party and has paid in full for their stay will also be required to validate a pre-authorization on their credit/debit card and present a valid form of identification upon arrival.

Hôtel Suzie Blue accepts major credit and debit cards (Visa, Mastercard, American Express) and cash in euros only, up to a maximum of €1,000 per stay.

Hôtel Suzie Blue does not accept cheques.

Bank transfers may be accepted upon request from the Client, with all related fees at the Client’s expense. Funds must be received and confirmed by the hotel no later than 48 hours before the start of the stay.

Hôtel Suzie Blue reserves the right to validate a pre-authorization on the credit card used as a booking guarantee, for an amount equivalent to the first night’s stay, prior to arrival.

Hôtel Suzie Blue reserves the right to cancel any reservation associated with a declined or invalid credit card.

Credit/debit card transactions will be charged at the local exchange rate. Hôtel Suzie Blue accepts no responsibility for any additional fees that may be applied.

7. Cancellations and No-Shows

In accordance with Article L. 221-28 of the French Consumer Code, the Client does not benefit from the right of withdrawal provided for in Article L. 221-18 of the French Consumer Code.

The sales conditions of the reserved rate specify the terms of cancellation and/or modification of the reservation.

A reservation cancellation will only be effective as of the date of receipt. Cancellations must be made via email. A cancellation confirmation will then be sent to you. If you do not receive a cancellation confirmation, it is possible that we did not receive your request. It is the Client's responsibility to ensure that their cancellation request has been received.

Cancellations must be received by 12:00 p.m. (local time), two days prior to the scheduled arrival date for any reservation made through a third-party partner. Cancellations for reservations made directly on the hotel's website must be received by 12:00 p.m. (local time), the day before the scheduled arrival date. It is important that you retain the cancellation number provided to you.

If the Client does not show up or attempts to cancel within 48 hours prior to the scheduled arrival date, they will be considered a "No-Show", and the full amount will be due and non-refundable.

Prepaid reservations cannot be modified or cancelled ("Non-Refundable" rate), as the total amount and any additional charges are debited at the time of booking. Advance payments such as deposits are non-refundable. This condition is explicitly mentioned in the rate's terms of sale.

The Client agrees that the cancellation fees constitute a fair and genuine estimate of the loss that Hôtel Suzie Blue would incur due to a cancellation. In the event of early departure by the Client, the full agreed price will be charged. For prepaid reservations, no refund will be granted under such circumstances.

8. Bookings Made Through Other Channels

Reservations may be made through other sources, including online travel agencies, tour operators, or other websites, which may apply different cancellation policies. Please refer to your confirmation for more information.

9. Accommodation changes by Hôtel Suzie Blue

While all reasonable efforts have been made by Hôtel Suzie Blue to ensure that the bookings made under this agreement can be honored, we reserve the right to relocate any reservation to accommodation of similar size and standard in the locality.

The Client acknowledges that Hôtel Suzie Blue disclaims any liability for any loss or damage suffered by or caused to the Client following the relocation.

10. Reservation modifications at the Client's request

If the Client wishes to modify their reservation (for example, change the stay dates or the requested accommodation), Hôtel Suzie Blue cannot guarantee that it will be able to do so and disclaims any liability for losses, damages, or additional expenses that may arise in such circumstances.

While changes are not allowed for the "Non-refundable" rate, they are allowed for flexible bookings (subject to availability) if the request is made no later than 48 hours before the scheduled arrival. Additional charges may apply if the accommodation rate for the new nights differs from the previous booking. All change requests must be sent in writing.

11. Identification, deposits for damages and extras – Pre-authorization on payment card

Photo ID will be requested upon your arrival.

Room occupancy can only accommodate the maximum number of guests stated in the description, in accordance with regulations for Public Receiving Establishments. No additional visitors are allowed.

Upon arrival, you must provide the names of all guests and confirm them when returning to the rooms in the evening.

Unfortunately, names of additional visitors cannot be added after check-in.

Hôtel Suzie Blue reserves the right to take a deposit upon arrival.

A guarantee of €50 is required per night and per occupied room in addition to the payment for the stay.

Only one payment may be considered, and only the responsible person will assume responsibility for the behavior of the other occupants.

The payment will cover ancillary items, including, but not limited to, breakages, damage to residence property, cleaning fees due to the room being left in an unacceptable condition, excessive electricity consumption, and breaches of regulations such as smoking in rooms or disturbing other guests enjoying the hotel.

The deposit may also be used by Management in the case of unauthorized additional visitors

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using the hotel and its facilities.

At the end of the stay, without incident, the pre-authorization will be released in accordance with your bank's policy. Typically, allow 3 to 10 business days, however for some banks, this delay may be extended.

The Client should note that with the pre-authorization system, no money is transferred at the time, but it does impact the available balance and the spending limit of the card while the authorization is in place.

Hôtel Suzie Blue is not responsible for delays in releasing pre-authorizations by credit card companies.

In the event of disturbances to other guests, or in case of damage to the hotel, the cost incurred by Hôtel Suzie Blue will be deducted from the deposit, and only the remaining balance will be returned to the Client.

If this cost exceeds the amount of the deposit, the Client agrees to compensate Hôtel Suzie Blue for the damage, additional cleaning fees, or other charges and agrees to pay all collection fees including all legal fees and other expenses.

The Client hereby consents to Hôtel Suzie Blue charging the Client's credit card for all reasonable expenses incurred that are not covered by the deposit.

12. Check-in and Check-out Requirements – Key Return upon Departure

The Client must comply with the regulations imposed by Hôtel Suzie Blue at the times of arrival and departure.

Unless otherwise agreed, rooms are generally available from 3:00 p.m. on the day of arrival.

In the case of online check-in, the hotel reserves the right to verify the IDs of each occupant.

If payment was made online, the client must present the credit card used in their name.

The hotel will request the credit card used for payment upon arrival. In the event of a dispute, the hotel reserves the right to request another means of payment or to cancel the reservation.

To guarantee early check-in (before 10:00 a.m.), it is necessary to pre-register the room from the previous night. In the event of a no-show under such circumstances, fees equivalent to two nights will be charged.

Unless otherwise agreed, all rooms must be vacated, and keys returned by 12:00 p.m. on the day of departure.

By prior agreement, late checkouts may be arranged for the departure day. A late departure will result in additional charges.

An additional night will be charged for all departures made after 3:00 p.m.

If the Client fails to complete their departure formalities before 3:00 p.m. on the scheduled departure day and without prior authorization, Hôtel Suzie Blue reserves the right to remove the Client's belongings from the room and disclaims any responsibility for loss or damage to these belongings.

13. Facilities/services included in the price

All rooms are fully furnished and equipped with appliances such as television, minibar, coffee machine, kettle...

Meals and drinks are not included in our product offer unless stated in your reservation.

No object/device should be removed from the apartment. The list and prices of items and services are available at the hotel reception.

All advertised prices include bed linen, towels, access to TV and Wi-Fi Internet.

Private use of Wi-Fi is subject to French legislation, security, and IP address recognition. The user is responsible for actions committed from their access, even if committed by a third party.

The advertised price includes the standard hotel service and VAT at the applicable rate.

The tourist tax not included and applicable to anyone aged 18 and over will be collected by the hotel and stated on the client's invoice.

14. Liability for Damage or Loss to Client's Property

The Client is solely responsible for their choice of Services on the Site and their suitability to their needs, so Hôtel Suzie Blue cannot be held liable in this regard.

The Client is also solely responsible for the information provided at the time of booking any Service. Hôtel Suzie Blue shall not be held liable for incorrect or fraudulent information communicated by the Client.

Furthermore, only the Client is responsible for the use of their account and any booking made, whether in their own name or on behalf of third parties, including minors, unless fraudulent use is demonstrated without fault or negligence on their part.

In this regard, Hôtel Suzie Blue must be immediately informed of any misuse or fraudulent use of their email address.

The Client agrees to use the Site and Services offered therein in compliance with applicable regulations and these General Conditions.

In the event of the Client's breach of their obligations under these General Conditions, they are liable for any damages caused to Hôtel Suzie Blue or to third parties.

In this respect, the Client agrees to indemnify Hôtel Suzie Blue against all claims, actions, or recourse of any kind that may result and to compensate it for any damages, costs, or indemnities related thereto.

The Client, in particular, agrees, upon finalizing a reservation for a Service, to pay the price and comply with the relevant Specific Conditions.

Indeed:

- *Any reservation or payment that is irregular, ineffective, incomplete, or fraudulent for a reason attributable to the Client will result in the cancellation of the Service reservation*

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at the Client's expense, without prejudice to any action Hôtel Suzie Blue may bring against them;

- *The Client must not invite into the Establishment anyone whose behavior may be prejudicial to the Establishment;*
- *The Client must not bring food or beverages from outside sources into the Establishment (rooms and common areas), unless the Establishment has clearly authorized it beforehand;*
- *Our Establishment is 100% non-smoking; therefore, smoking is prohibited within the Establishment, including in the rooms;*
- *The Client must not disrupt the functioning of the Establishment or compromise the safety of the Establishment or its occupants;*
- *More generally, any behavior contrary to good morals and public order within the Establishment as well as non-compliance with the Establishment's Internal Regulations will result in the director and/or any other service provider requesting the Client to leave the premises without any compensation and/or refund if payment has already been made. If no payment has yet been made, the Client must pay for the Services consumed before leaving the premises;*
- *Minors may only stay in the Establishment if accompanied by an adult and with personal ID. If the accompanying adult is not the parent, they must carry a parental authorization from the child's parents. The Establishment may request these documents;*
- *The Client also agrees that the IT resources made available by the Establishment (notably the Wi-Fi network) will not be used for the reproduction, representation, provision, or public communication of works or items protected by copyright or neighboring rights—such as texts, images, photographs, music, audiovisual works, software, and video games—without authorization from the rights holders as required by Books I and II of the Intellectual Property Code.*
The Client must comply with the internet access provider's security policy and avoid any actions that harm the effectiveness of security systems.

The Client is responsible for all damages caused by them and/or their guests within the Establishment and bears all costs resulting from such damages and/or non-compliance with the above rules. Hôtel Suzie Blue reserves the right to intervene as necessary.

15. Liability for Damage or Loss to Hôtel Suzie Blue's Property

It is the Client's responsibility to take reasonable care of the room and its contents during their stay at Hôtel Suzie Blue.

The room and all equipment, utensils, furniture, etc. must be left clean and tidy at the end of your stay; otherwise, charges may be applied.

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*We remind the Client to lock the rooms and close all doors and windows when leaving.
Except in the case of normal wear and tear, you are responsible for any damage in the room or to its contents during your stay, caused by negligence, willful misconduct, or irresponsible behavior by you or others occupying the room or your guests.
Any damage must be reported immediately to Management.*

16. Use of Hôtel Suzie Blue and Quiet Enjoyment for All Guests

*The Client must not undertake anything in the accommodation that would violate the Law.
The Client must not create any nuisance towards other clients or staff members.
Hôtel Suzie Blue authorizes the use of its residential units only for personal, appropriate, and lawful use.
Hôtel Suzie Blue expressly prohibits access to its residential units to persons not listed on the official reservation document.
Hôtel Suzie Blue and the Client agree that no right of occupancy results from the use of the hotel.
The Client is not allowed to sublet the room to a third party.
Hôtel Suzie Blue reserves the right to deny entry to the hotel and accommodation to any Client if, upon arrival, Management reasonably believes the person is under the influence of alcohol or drugs, is not properly dressed, or is behaving in a threatening, abusive, or otherwise unacceptable manner.
Hôtel Suzie Blue enforces a strict no-party policy. Do not exceed the maximum number of people per room, and sound levels must not disturb other visitors.
Additional fees will be charged to the Client's account if a party is proven to have taken place.
The maximum room occupancy is indicated on your booking confirmation.
The Client must comply with all reasonable rules and procedures in effect within the residence, including, but not limited to, health and safety procedures and registration requirements.
In their relations with customer service, the Client undertakes to remain courteous and not to make disparaging remarks toward Hôtel Suzie Blue or its employees or collaborators, in accordance with common sense and politeness rules.
Hôtel Suzie Blue reserves the right to take any appropriate measure against the Client in the event of harmful or reprehensible behavior (notably annoying, malicious, or insulting), in particular towards Hôtel Suzie Blue or its employees or collaborators.*

17. No-smoking and no-candle policy

*All rooms at Hôtel Suzie Blue are strictly Non-Smoking. A €350 fee per stay will be charged if you smoke in the room.
The use of candles or open flames in the room is strictly prohibited.*

Any act against detection and security systems is subject to legal action.

18. Management Access to Rooms

The Management team and authorized personnel may enter rooms at any time for the purpose of inspecting the room and performing repairs or maintenance.

19. Complaints

Hôtel Suzie Blue guarantees to make all reasonable efforts to ensure that the accommodation chosen by the Client is properly arranged and of good quality.

In case of dissatisfaction, the Client must immediately inform Hôtel Suzie Blue of any complaint, no later than 12 hours after your arrival.

If Hôtel Suzie Blue does not comply with its guarantee and cannot correct the problem, Hôtel Suzie Blue will choose at its discretion to provide you with a replacement room (subject to availability) or a partial refund of the price paid.

20. Children policy

Children under 2 years old are accommodated free of charge.

21. Pets

Small pets are allowed in rooms for an additional charge of €15 per night.

Guide dogs are permitted within the establishment.

22. Disputes

The General Conditions are governed by French law, without prejudice to the mandatory protective provisions potentially applicable in the consumer's country of residence.

The Client is informed by Hôtel Suzie Blue of the possibility of resorting, in the event of a dispute relating to these General Conditions, to a conventional mediation procedure or any other alternative method of dispute resolution, under the conditions provided in Title I of Book VI of the French Consumer Code.

After contacting customer service or the Establishment to try to resolve the dispute amicably,

and in the case of a negative response or no response within sixty (60) days of referral, the Client may contact free of charge the consumer mediator to which the professional belongs, namely the Association des Médiateurs Européens (AME CONSO):

- The referral procedures and contact details of the Mediator are available by clicking the following link: Referral procedures and contact details of the Mediator, or on the website www.mediationconso-ame.com*
- The referral to the Mediator can be made within twelve (12) months after the first complaint.*
- The referral form for this Mediator is accessible from the following link: Referral form for the Tourism and Travel Mediator.*

Hôtel Suzie Blue also informs the Client of the existence of a European Online Dispute Resolution (ODR) platform. The Client may access it via the following link:

<https://ec.europa.eu/consumers/odr/>

23. Miscellaneous

In accordance with Article L.223-1 of the French Consumer Code, the consumer who does not wish to be subject to commercial telephone solicitation may freely register on an opposition list accessible via the following website: www.bloctel.gouv.fr

24. Personal Data Protection Policy

We may collect and process certain personal data.

You can consult our personal data protection policy on our website: <https://www.hotelsuzieblue.com/> or request it by email at the following address: RGPD@madeho.fr

For any questions regarding the management of your data or to exercise your rights, you can contact us:

- By email to the attention of the DPO at the following address: RGPD@madeho.fr*
- By mail to the following address: 2 Bis Rue Communes, 75003 Paris*