



#### ARTICLE 1 – Acceptation

These terms and conditions – as may be amended from time to time – apply to all our services made available online, by email or by telephone. By accessing, browsing and using our website and/or by completing a reservation, you acknowledge and agree to have read, understood and agreed to the terms and conditions set out below.

#### ARTICLE 2 - Services

RoadToHotels Ltd offers the possibility to book any type of accommodations products which refer to services such as: reservations, sales, rental services and facilities.

RoadToHotels.com do not provide any 'package' meaning, the pre-arranged combination of not fewer than two of the following when sold or offered for sale at an inclusive price and when the service covers a period of more than twenty-four hours or includes overnight accommodation:

- (a) transport;
- (b) accommodation;
- (c) other tourist services not ancillary to transport or accommodation and accounting for a significant proportion of the package.

RoadToHotels Ltd provides on all its websites the information concerning all the services and facilities proposed to its customers: comfort, equipment, rates, and mapping.

RoadToHotels Ltd guarantees the reservation by sending an e-mail consisting of the invoice and the confirmation.

#### ARTICLE 3 - Reservation

It is understood that the customer who has made a reservation by Internet, phone, or fax, has read and accepted the Terms and Conditions.

Upon receipt of the customer's reservation request by Internet or by telephone, a booking agent from RoadToHotels Ltd shall start processing the request. Online booking are carry out automatically, without delay.

#### ARTICLE 4 - Confirmation



It is the customer's liability to ensure that the coordinates he provided (telephone number, fax number, e-mail, etc.) at the booking step are correct such as he will receive the booking's confirmation.

In the event that the customer does not receive the confirmation, it must contact the customer service. RoadToHotels Ltd could not be liable for any errors committed by the client.

The reservation is considered to be valid the moment that the confirmation have been issued and/or sent by e-mail or by fax to the customer. These documents will feature the supplier's coordinates, the reservation period, the applicable unitary rate and the total amount of the stay.

The confirmation is the document proving that the customer's stay is guaranteed and must be shown upon arrival at the hotel.

In case the hotel is overbooking the customer accepts that RoadToHotels Ltd finds another hotel, similar to the initial reservation request. Under such circumstances, RoadToHotels Ltd will do its best to find a hotel with the same features as the initial hotel and according to the following criteria: same number of stars, same comfort level, same city when booking in European capitals, or same area when booking in smaller cities/towns. Overbooking are the fact of the Hotels, they remain their liability in this matter. RoadToHotels Ltd will provide the best effort to find a solution.

#### ARTICLE 5 - Price

The prices, displayed in Euro, correspond to the rates provided. The prices may vary according to the reservation period: high season period, tourism or any other type of event or according to the particular conditions/events.

The total amount of the reservation includes the room rates and the occupancy tax. There is NO FEE for processing the reservation.

RoadToHotels Ltd cannot be held responsible for obligations that are beyond its control.

#### ARTICLE 6 - Payment

According to each reservation type, the customer shall pay the total amount of the stay the moment of the reservation. The extra services or products ordered by the customer during the stay have to be paid directly to the hotel.

If an inconvenience occurs during the payment process (insufficient funds, declined authorization etc) RoadToHotels Ltd reserves the right to automatically cancel the reservation and declines all responsibility.



#### ARTICLE 7 - Cancellation/amendments

Any cancellation or amendments must be confirmed in writing by e-mail or fax.

A cancellation can be only made prior to the arrival date. Any booking confirmed on any check-in made at the hotel reception, or now show-up on the scheduled date is non-refundable.

Cancellations policy: Except different provisions in the confirmation, any cancellation later that 4 days before the arrival date will be charge for the first night and a fix tax for processing fees of 15€ (fifteen Euros).

Amendments to the initial reservation could be process with an extra-cost for fees processing of 15€ (fifteen euros). Amendments consist by adding people in a Room. RoadToHotels Ltd cannot guarantee the acceptance of these amendments.

New rooms booking are considered as new reservations.

In case the amendment cannot be processed, the client can either accept the initial booking, or cancel it, according the cancellation policy.

#### ARTICLE 8 - "Best Prices" or "Promotional Offers"

All the hotels indicated by RoadToHotels Ltd as « Best Prices » or « Promotional Offers » are subject to particular conditions. These hotels have promotional offers which enable the customer to benefit from a discount from the room rates. The discount will be calculated according to the in force room rates. These conditions prevail on the defined period only.

#### ARTICLE 13 - Credit card blocking & fraud

In case the customer decides to block his credit card from the bank, RoadToHotels Ltd reserves its right to refuse any refund request for cancellation during the period of the credit card blocking process.

RoadToHotels Ltd shall take legal actions and shall claim damages for all cases of abusive credit card blocking. The invoices payable by credit card are due to RoadToHotels Ltd according to the contract.

RoadTohotels.com do not refund for an illegal use of the credit card. The client's bank has a guarantee attached to the credit card that manages this case. Therefore, the card holder has to action this guarantee.



#### ARTICLE 15 - Customer service

RoadToHotels Ltd provides a customer service to its clients; the customer service can be contacted daily, during working hours, by phone, fax or e-mail, to the contact posted on the web site.

Any complaint concerning the hotel services has to be registered on spot, during the first day of the stay. In order to submit a complaint in the abovementioned conditions, the client could either contact RoadToHotels Ltd or directly register it at the hotel.

The hotel shall make available to the customer all the necessary support in order to register its complaint. The communication means shall be provided by the hotel to the client either free of charge or for a certain fee.

In order to submit any complaint the customer must send a letter by e-mail, fax or mail to the address posted on the RoadToHotels Ltd websites. Once the complaint is received, RoadToHotels will provide the best effort in order to manage a solution. RoadToHotels Ltd declines all responsibility in treating late complaints.

#### ARTICLE 4 - Visa / Transports

The customer is responsible for performing the administrative formalities to obtain a tourist visa from their residence Consulate or Embassy, and obtaining all his necessary transportation tickets.

RoadToHotels Ltd cannot be held liable for the refusal of a visa or transportation tickets irrespective of refusal reasons

In case a delay shall be noted on the arrival date, as stated on the confirmation and invoices issued at the time of the booking, these nights are due and will be charged by RoadToHotels Ltd

#### ARTICLE 16 - Proof

The client hereby that the details on computer or electronic systems retained by RoadToHotels Ltd constitute proof and, if they are produced as evidence in any dispute, they shall be admitted as valid and contestable in exactly the same manner, under the same conditions and with the same weight of proof as all documents which may be established, received or recorded in writing.

#### ARTICLE 17 - Litigations



The parties agree that all disputes that can arise from the present contract shall be subject to the exclusive competency of the London law under the laws of UK.