

General Sales Terms and Conditions on public rates

1/ Prices. Our prices are applicable per apartment and per night for the chosen dates and resulting length of stay, regardless of the number of occupants within the authorised limit. They include accommodation, taxes and charges (water, electricity and heating), except local tourist tax (see below).

Prices include end of stay cleaning, or a weekly cleaning service for stays longer than one week (change of bed linen and towels and cleaning of the apartment, excluding dishes and the kitchen area). Daily service is available for a surcharge at reception, unless otherwise stated on the applicable rate.

Prices do not include local tourist tax, which is to be paid at the reception. Local tourist tax ranges from approximately € 1.00 to € 2.20 per night and per person and is payable at all Adagio properties except at La Défense Kléber, La Défense Le Parc, La Défense Esplanade, Annecy. Local tourist tax is subject to change without prior notice from local authorities.

2/ Child policy. 1 baby under 2 years old is accepted free of charge per apartment occupied by its parents. Baby kits (travel cot + high chair) are available at reception for a surcharge. It is preferable to book this kit in advance to ensure availability. All children over 2 years old are counted as occupants. For example, 2 adults and 2 children over 2 years old can stay in an apartment for 4 people or more (4 person studio or 1 bedroom apartment for 4 people). Our properties and partner residence do not offer the possibility of adding extra beds in the apartment.

3/ Cards and memberships. Privileges, discounts and availability guarantees through ACCOR membership cards (ACCOR Favorite Guest) and loyalty programmes do not apply to bookings in Adagio City Aparthotel.

4/ Booking and payment. All bookings must be guaranteed with a credit card, valid at the time of your arrival, and by the immediate payment of a deposit. The amount of this deposit depends on the total length of your stay:

Length of Stay	Deposit to pay
1 to 3 nights	Guarantee only
4 to 9 nights	Guarantee only
10 to 27 nights	Deposit amount = Price of the first four (4) nights
28 to 90 nights	Deposit amount = Price of the first six (6) nights
91 nights and over	Deposit amount = Price of the first fifteen (15) nights

Your booking cannot be guaranteed without this deposit.

The remaining amount for your full stay must be paid upon arrival at the Aparthotel, or the remainder for the first fifteen (15) nights (including the deposit) for stays longer than 15 nights.

Accepted means of payment : Visa, EuroCard/MasterCard, American Express, Diners'Club, Cofinoga card, French Chèques Vacances and Cash.

"Compliments" or "Compliments Travel" cheques are not accepted in Adagio City Aparthotel.

5/ Cancellation and amendments policy. Our cancellation and amendments policy depends on the total length of your stay:

Length of Stay	Cancellation / Amendments terms
1 to 3 nights	Cancellation /amendment free of charge until day of arrival, 6 pm (local time)
4 to 9 nights	Cancellation /amendment free of charge until day of arrival, 12 midday (local time)
10 to 27 nights	Cancellation /amendment free of charge until day before arrival, 12 midday (local time)
28 to 90 nights	Cancellation /amendment free of charge until three (3) days before arrival, 12 midday (local time)
91 nights and over	Cancellation /amendment free of charge until seven (7) days before arrival, 12 midday (local time)

Past these deadlines, and in the event of a no-show on arrival day, ADAGIO is entitled to invoice:

- 1 night for each stay from 1 to 3 nights
- 2 nights for each stay from 4 to 9 nights
- The amount of the deposit paid at the time of booking for any stay of 10 nights and over.

All amendments (dates, type of apartment, property) must be confirmed in writing (by fax to +33 (0)1 42 05 21 85 or by email to information@adagio-city.com). If a request for amendment occurs past the above deadlines and the total amount of your booking is less than the amount of the initial deposit, the difference between the new total amount of your booking and the initial deposit will be invoiced immediately, in addition to the new total amount of your stay.

Any amendment after check-in may cause a change in the applicable rate. If the new total length of stay is less than the initial length of stay, the change of rate is applied retroactively to the check-in date. If the new total length of stay is greater than the initial length of stay, the change of rate is applied as of the date notice was given to extend the stay.

6/ Check-in and check out times. Check-in takes place from 2 pm on arrival day. Check-out must take place before 12 midday on departure day.

7/ Occupancy. We would like to remind guests that under no circumstances should the total number of occupants in any accommodation unit exceed the contractual number of occupants specified.

8/ Pets. Pets are welcome for a daily supplement payable at the reception and subject to the presentation of an anti-rabies certificate.

9/ Rules and regulations. A copy of our rules and regulations is displayed in each apartment; we would ask that you read and respect them. Avoid any potential inconvenience by following our simple guidelines: make sure you close your bay window before leaving your accommodation and lock your door. We would like to remind you that ADAGIO cannot be held responsible for any personal belongings left inside the accommodation on departure.

10/ Adagio brochure. Making a booking in an ADAGIO Aparthotel implies that guests understand and accept our sales terms and conditions. As we offer such a diverse range of accommodation, there may be some slight differences regarding layout and decoration of certain apartments. For further details, please contact your travel agent or the ADAGIO Central Reservation Office. We remind guests that any request made regarding specific apartment location or outlook is an additional service and is not contractually binding. Our brochures are printed well in advance, so please ask your travel agent about facilities and any particular services which are important for your holiday choice. Furthermore, we cannot be held responsible for any work undertaken by private individuals or local authorities which may inconvenience our guests during their holiday.

11/ Liability - Limitation. Please note that ADAGIO Aparthotels rentals are not covered by the hotelier's liability in France. Consequently, ADAGIO may not be held responsible in the event of loss, theft or damage to personal effects either within the Residences or in the car parks or communal areas. The statute of limitations for sums owed to ADAGIO is not covered by the hotel statute of limitations (article 2272 of the French Civil Code). Notwithstanding the provisions in article 2244 of the French Civil Code, should ADAGIO send a registered letter to any debtor, the current statute of limitations will no longer be valid.

12/ Special sales terms and conditions. Please read the additional sales terms and condition found on the price list as they may be applicable to your rate.