

# GENERAL BOOKING CONDITIONS

## BOOKING CONFIRMATION

Upon receipt of your request in writing, we will notify you of our function room and accommodation availability as quickly as possible.

We will then provisionally book your choice for a 15 day period. We will email you a service contract. Your booking is not secure until we have received the signed contract, 2 cheques for the deposit + the administrative fees (please make your cheques out to "Domaine le Hameau de l'Etoile") and the completed questionnaire about your meeting and its organisation.

**DEPOSIT :** The deposit amounts to 30% of the provisional total for the whole stay – based on 65 €/day/person + room hire days + other special requests ( gala dinner , appetizer , equipment rental ...) - We will not cash the deposit. We will return the deposit upon your arrival.

**ADMINISTRATIVE FEES :** 90 €

## DEPOSIT REFUND POLICY IN THE EVENT OF CANCELLATION

In the event of cancellation, a nominal fee will be deducted. The amount varies according to cancellation notice and when the course is expected to start.

- Over 9 months before the course start date: the deposit is refunded – Only the amount of 90 Euros as administrative fees is non-refundable.
- Less than 9 months before the course start date: the deposit + the administrative fees are retained and non-refundable.
- Less than 15 days before the course start date: an extra 30% of the provisional amount is invoiced.
- On the day of the course start date: an extra 70% of the provisional amount is invoiced.

Your deposit will not be carried forward to a later stay.