

## **LEGAL NOTICE**

You are on the website of Hôtel Victoria Châtelet, located at 17 Avenue Victoria, 75001 PARIS. Hôtel VICTORIA CHATELET is a simplified joint-stock company with a capital of 45,734.71 EUROS registered with the Paris RCS. The SIRET number is: 56203247400016 and its intra-community VAT number is: FR75562032474.

### **Consumer Mediation**

After contacting customer service and in the absence of a satisfactory response within 1 month, the client may contact the Tourism and Travel Mediator, whose contact details and terms of referral are available on the website: CM2C.

### **Copyright**

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### **Secure Online Payment**

The payment you make online when booking is fully secured by our payment provider Adyen.

### **General Data Protection Regulation (GDPR)**

This privacy policy defines and informs you of how Hôtel Victoria Châtelet uses and protects the information you transmit to us, if applicable, when you use this site accessible from the following URL: <http://www.hotel-victoria-chatelet.com/fr/mentions-legales.html>.

Please note that this privacy policy may be modified or supplemented at any time by Hôtel Victoria Châtelet, particularly to comply with any legislative, regulatory, jurisprudential, or technological changes. In such a case, the date of its update will be clearly identified at the top of this policy. These modifications bind the User as soon as they are posted online. It is therefore advisable that the User regularly consults this privacy policy and the cookie use policy to be aware of any changes.

### **Personal Data**

Generally, you can visit the Hôtel Victoria Châtelet site without providing any personal information about yourself. In any case, you are under no obligation to transmit this information to Hôtel Victoria Châtelet. However, in case of refusal, you may not be able

to benefit from certain information or services you have requested. To this end, Hôtel Victoria Châtelet may in some cases ask you to provide your name, first name, email address, phone number, company, and position (hereinafter your "Personal Information"). By providing this information, you expressly agree that it will be processed by Hôtel Victoria Châtelet for the purposes indicated in point 2 below as well as for the purposes recalled at the end of each form.

In accordance with the General Data Protection Regulation (GDPR) adopted by the European Parliament on April 14, 2016, and the amended Data Protection Act of January 6, 1978, Hôtel Victoria Châtelet informs you of the following points:

### **Identity of the Data Controller**

The data controller is the company VICTORIA CHATELET with its registered office at 17 Avenue Victoria, 75001 PARIS, phone: +33 1 40 26 90 17.

### **Purpose of Data Processing**

Hôtel Victoria Châtelet may process your Personal Information:

- (a) to provide you with the information or services you have requested and/or
- (b) to collect information to improve our Site, our products, and services and/or
- (c) to be able to contact you regarding various events related to Hôtel Victoria Châtelet, including product updates and customer support.

### **Recipients**

Only Hôtel Victoria Châtelet is the recipient of your Personal Information. These, whether in individual or aggregated form, are never transmitted to a third party, notwithstanding the subcontractors used by Hôtel Victoria Châtelet (you will find more information about them in point 7 below). Neither Hôtel Victoria Châtelet nor any of its subcontractors market the personal data of visitors and Users of its Site.

### **Data Retention Period**

Your Personal Information is kept by Hôtel Victoria Châtelet only for the time corresponding to the purpose of the collection as indicated in 2 above which shall in any case not exceed 36 months.

### **Your Rights**

- **Data Protection Rights**

You have the following rights concerning your Personal Information, which you can exercise by writing to us at the postal address mentioned in point 1.

- **Right of Access and Communication of Data**

You have the right to access Personal Information that concerns you. However, due to the obligation of security and confidentiality in the processing of personal data that is incumbent on Hôtel Victoria Châtelet, you are informed that your request will be processed provided that you provide proof of your identity, particularly by producing a scan of your valid identity document (in case of a request via our dedicated electronic form) or a signed photocopy of your valid identity document (in case of a written request).

Hôtel Victoria Châtelet informs you that it will be entitled, if necessary, to oppose requests that are manifestly abusive (due to their number, repetitive or systematic nature).

To help you in your process, especially if you wish to exercise your right of access via a written request to the postal address mentioned in point 1, you will find by clicking on the following link a model letter developed by the National Commission for Computing and Liberties (CNIL).

- **Right of Rectification of Data**

Under this right, the legislation allows you to request the rectification, update, blocking, or deletion of data concerning you that may be inaccurate, erroneous, incomplete, or obsolete. Also, you can define general and specific directives relating to the fate of personal data after your death. Where appropriate, the heirs of a deceased person may require consideration of the death of their close relative and/or carry out the necessary updates. To help you in your process, particularly if you wish to exercise, on your own behalf or on behalf of one of your deceased relatives, your right of rectification via a written request to the postal address mentioned in point 1, you will find by clicking on the following link a model letter developed by the CNIL.

- **Right of Opposition**

The exercise of this right is only possible in one of the following two situations:

When the exercise of this right is based on legitimate reasons; or

When the exercise of this right aims to prevent the data collected from being used for commercial prospecting purposes.

To assist you in your process, particularly if you wish to exercise your right of opposition via a written request to the postal address indicated in point 1, you will find by clicking on the following link a model letter developed by the CNIL.

- **Consumer Rights**

We inform you of your right to register on the list of opposition to telephone canvassing and suggest that you register on Bloctel. Bloctel is the opposition list to telephone canvassing on which any consumer can register free of charge to no longer be canvassed by telephone by a professional with whom he has no ongoing contractual relationship, in accordance with the law n°2014-344 of March 17, 2014, relating to

consumption. The law specifies that it is prohibited for any professional, directly or through a third party acting on his behalf, to canvass a consumer registered on this list, except in cases listed by law. For more information: <https://www.bloctel.gouv.fr/>. To register: <https://conso.bloctel.fr/>.

- **Right of Withdrawal**

Under article L.121-21-8 of the Consumer Code, the Services offered on the Site do not allow the exercise of the right of withdrawal provided for in articles L.121-21 et seq. of the Consumer Code in the context of distance selling contracts.

The sales conditions of the reserved rate specify the terms of cancellation and/or modification of the reservation of the chosen rate. Reservations with prepayment cannot be modified and/or canceled. The amounts paid in advance constitute a deposit and cannot be refunded, as indicated in the sales conditions of the rate brought to the Customer's attention and accepted by him when booking. When the cancellation of a reservation is possible, the customer must directly contact the hotel's customer service.

- **Response Times**

Hôtel Victoria Châtelet undertakes to respond to your request for access, rectification, or opposition or any other additional request for information within a reasonable time that shall not exceed 1 month from the receipt of your request.

- **Dispute Resolution Platform**

Hôtel Victoria Châtelet also informs the Customer of the existence of a European Online Dispute Resolution platform ("ODR") that they can use. The Customer can access it from the following link:

<https://ec.europa.eu/consumers/odr/main/index.cfm?event=main.home2.show&lng=FR>

## **General Terms and Conditions of Sale**

### **DEFINITIONS AND INTERPRETATIONS**

Unless previously defined, the terms used herein beginning with a capital letter have the meaning indicated below:

"Client" means a natural person over the age of 18, acting to meet their personal needs and having full legal capacity to engage under these general conditions.

"General Conditions of Sale of the reserved rate" means the specific conditions for each reservation made by the Client.

"Reservation Confirmation" means the document summarizing the details of the reservation made by the Client sent to the Client by the Website or the Hotel.

"Reservation Request" means any request to book a hotel room presented by the Client.

"Partners" means all service providers who have entered into a service agreement or partnership agreement with the Hotel.

"Service" means any service of booking a hotel room used by the Client on the Hotel's Website.

"Hotel Website" means <http://www.hotel-victoria-chatelet.com/fr/mentions-legales.html>.

## **ARTICLE 1 – Scope**

These General Terms and Conditions of Sale apply, without restriction or reservation, to all purchases of hotel room reservation services and associated services ("the Services") offered by the hotel owned by the company SAS HOTEL VICTORIA CHATELET – registered in Paris under number 562 032 474 – 17 Avenue Victoria 75001 PARIS – offered on the website <http://www.hotel-victoria-chatelet.com/fr/mentions-legales.html> to non-professional clients and clients ("Clients or Client") on the Hotel's Website. The main characteristics of the Services are presented on the Hotel's Website. The Client is invited to take note of it before making a reservation. The choice and purchase of a Service are the sole responsibility of the Client. The Client declares:

To have full legal capacity to engage under these General Terms and Conditions of Sale. That they book hotel rooms and associated services for personal use.

That they have the possibility to save and print these General Terms and Conditions of Sale.

These general conditions apply to the exclusion of all other general conditions, including those applicable to other channels for the marketing of Services. The Client is informed that the Hotel concludes partnership agreements with third-party travel providers to enable them to search, select, and book rooms in the Hotel using the services provided by these partners on their websites. Any hotel room reservation made in these conditions implies the complete and unreserved reading and acceptance by the Client of the specific conditions of the service provider, the sales conditions of the reserved rate, as well as these general terms and conditions of sale.

The Client declares to have obtained from the Hotel all the necessary information and available on the Website. These General Terms and Conditions of Sale are accessible at any time on the Hotel's Website and, if applicable, will prevail over any other version or contradictory document.

Unless proven otherwise, the data stored in the service provider's computer system constitutes proof of all transactions concluded with the Client. Thus, entering bank details, accepting the General Terms and Conditions of Sale, the General Terms and Conditions of Sale of the rate or the Reservation Request, have the same legal effect between the Hotel and the Client as a handwritten signature on a physical document.

All computerized registers stored within the Hotel's computer systems will be kept under reasonably secure conditions by SAS HOTEL VICTORIA CHATELET and considered as proof of communications, orders, and payments involving the Hotel and the Client. The Hotel will keep the documents confirming the conclusion of a contract in electronic or

printed form for a maximum period of 5 years. The Client is informed that their IP address is recorded when booking. In accordance with the GDPR, the Client has the right to access, rectify, and oppose all their personal data at any time, by writing a letter justifying their identity. These General Terms and Conditions of Sale also include the Personal Data Protection Charter.

The Client declares to have read these General Terms and Conditions of Sale (including the Personal Data Protection Charter) and to accept them by checking the box provided for this purpose, before finalizing the online booking procedure, as well as the General Conditions & Conditions of use of the Hotel's website. The confirmation of the reservation of Services by the Client implies acceptance without restriction or reservation of these General Terms and Conditions of Sale (including the Personal Data Protection Charter). The Client confirms that they have the necessary capacity to contract and purchase the Services offered on the Hotel's Website. These General Terms and Conditions of Sale may be subject to subsequent modifications, the applicable version being the one on the website on the date of booking. These General Terms and Conditions of Sale apply during the period of online availability of the services offered by the Hotel on the Hotel's Website.

The Hotel reserves the right to temporarily or permanently close access to its Website.

## **ARTICLE 2 – Reservations**

The Client selects the services they wish to reserve on the Website as follows: They select the type of room and the rate. They select the associated services, if applicable. They verify and confirm the reservation details, the total reservation cost, and the rate conditions. They enter their contact details. They enter their debit/credit card details as a guarantee or prepayment. They read and accept the general terms and conditions of sale and the chosen rate conditions before confirming their reservation. They confirm their reservation. The Client confirms having taken note of the nature, purpose, and reservation terms of the Services offered by the Hotel and has requested and obtained the necessary information to make their reservation with full knowledge of the facts. They are solely responsible for the choice of services and their suitability for their needs, so the Hotel's responsibility cannot be engaged in this regard. The Client undertakes to provide the information requested in the Reservation Request and confirms the truthfulness and accuracy of the information provided. The contractual information is presented in French and is subject to confirmation no later than when the reservation is confirmed by the Client. For reservations made only via the Internet, a reservation is recorded on the Service Provider's website when the Client accepts these General Terms and Conditions of Sale by checking the box provided for this purpose and confirming their reservation.

The Client has the possibility to check the details of their reservation and its total price, and to correct any errors, before confirming their acceptance. This confirmation constitutes acceptance of all the General Terms and Conditions of Sale and constitutes proof of the sales contract. It is therefore up to the Client to verify the accuracy of the reservation and to immediately report any errors. The sale of Services will only be

considered final after the Client has received a confirmation of acceptance of the reservation from the Service Provider by email and after full receipt of the price by the latter. Any reservation made on the Hotel's Website constitutes a contract concluded at a distance between the Client and the Service Provider. The Hotel reserves the right to cancel or refuse any reservation from a Client with whom there is a dispute regarding the payment of a previous reservation. Each reservation is made in the name of a Client and can under no circumstances be transferred to a third party.

#### Cancellation of a Flexible Rate Reservation

In case of cancellation of a Flexible Rate reservation by the Client after acceptance by the Hotel but after 12 pm the day before arrival, for any reason whatsoever, an amount equivalent to the total cost of the first night will be automatically collected by the Service Provider and charged to the Client, as compensation for the damage suffered.

#### Cancellation/Modification of a Non-Cancelable and Non-Refundable Rate Reservation

In case of cancellation or modification of a Non-Cancelable and Non-Refundable Rate reservation by the Client, for any reason whatsoever, an amount equivalent to 100% of the total prepaid amount will be automatically collected by the Service Provider and charged to the Client. The same will apply if the Client does not show up on the scheduled arrival date.

### **ARTICLE 3 – Rates**

The Services offered by the Service Provider are provided at the rates shown on the Hotel's Website when the reservation is recorded by the Service Provider. The prices are in Euros, excluding tourist tax and including VAT.

The rates take into account any discounts that may be granted by the Service Provider under the conditions specified on the Hotel's Website. These rates are fixed and non-revisable during their validity period, as stipulated on the Hotel's Website, with the Service Provider reserving the right to change the prices at any time, outside this validity period. The rates are displayed before and at the time of the reservation made by the Client. They apply per room for the selected number of people and date. The rates are confirmed to the Client in total amount including VAT (excluding tourist tax) in the currency used by the Hotel.

They include VAT at the rate in force on the day of the reservation; any change in the applicable VAT rate will automatically be applied to the rates indicated on the billing date. The same will apply to any modification or introduction of new legal or statutory taxes imposed by the competent authorities. The rates do not include the tourist tax, which is payable on site at the hotel. The Client undertakes to pay these various taxes to the Hotel without contesting them. The payment requested from the Client corresponds to the total purchase value, except for this Tax. Unless otherwise stated on the Website, additional services (breakfast, etc.) are not included in the price. Currency conversions are provided for information purposes and are not contractual. In the case where a rate

involves direct payment to the Hotel upon the Client's arrival or departure and in the case where the Client's currency is not the same as that used by the Hotel, the rate charged by the Hotel may differ from that stated at the time of booking, as a result of exchange rate variations between the reservation date and the payment date. An invoice is issued by the Service Provider and delivered to the Client at the time of the provision of the reserved Services.

#### **ARTICLE 4 – Payment Terms**

All payments are processed by SAS HOTEL VICTORIA CHATELET via a secure payment provider.

In case of immediate payment on the day of booking (Non-cancelable Non-refundable Rate). The price is payable immediately and in full on the day of booking confirmation by the Client, according to the terms described in the "Reservations" article above, by a secure payment method: by debit/credit card: Visa, Mastercard, American Express, Cup, Diners Club card, JCB card, other credit cards (e-credit card). When booking, the Client provides their bank details by indicating their name on the debit/credit card, the card number and the expiration date (the debit/credit card must be valid until the last day of the stay) and the security code. Payment data is exchanged in encrypted form using the SSL protocol. Upon registration, the Client must present to the Hotel the debit/credit card they used to pay for the reservation. They may be asked to provide identification as part of credit/debit card fraud prevention procedures. The Service Provider will not be obliged to provide the ordered Services to the Client if the price has not been fully paid under the conditions specified above. Payments made by the Client will only be considered final after the effective collection of the amounts due by the Service Provider. In case of immediate payment at the time of service provision (Flexible Rate), the price is payable immediately, in full, on the day of the provision of the reserved Services under the conditions specified in the article entitled "Provision of Services" below and as stipulated on the invoice issued to the Client, by a secure payment method: by debit/credit card: Visa, Mastercard, American Express, Cup, Diners Club card, JCB card, other credit cards (e-credit card). Payment data is exchanged in encrypted form using the SSL protocol. Upon arrival, the Hotel will ask the Client to provide a deposit or authorize a debit on their debit/credit card to guarantee the payment of amounts related to services used at the Hotel. The Client will provide their bank details by indicating their name on the debit/credit card, the card number and the expiration date (the debit/credit card must be valid until the last day of the stay) and the security code. They may be asked to provide identification as part of debit/credit card fraud prevention procedures. The Service Provider will not be obliged to provide the ordered Services to the Client if the price has not been fully paid under the conditions specified above. Payments made by the Client will only be considered final after the effective collection of the amounts due by the Service Provider.

#### **ARTICLE 5 – Provision of Services**

The services reserved by the Client, including hotel room reservation services and associated services, will be provided by SAS HOTEL VICTORIA CHATELET under the



following conditions, specified in these General Terms and Conditions of Sale supplemented by the General Terms and Conditions of Sale of the Rate, which the Client has read and accepted when booking on the Hotel's Website. Upon arrival, the Client will be asked to provide identification to fulfill their obligation to complete a registration form with the police. The Hotel is entirely non-smoking.

The client will be responsible for direct and/or indirect damages caused by smoking within the Hotel.

Consequently, the Client will bear the full cost of cleaning and restoring the damaged object or area to its original state. Pets, kept on a leash or in a cage in the public areas of the establishment, may be accepted, according to the Hotel's policy, subject to a supplement. For hygiene reasons, pets are not allowed in the Hotel's cafes and restaurants.

The Client is fully responsible for their personal belongings left in the Hotel room, especially not in the safe, nor in the public areas of the Hotel. The Hotel cannot be held responsible for the loss, theft, or deterioration or damage to the aforementioned personal belongings.

The client agrees and undertakes to use their room responsibly. Any behavior contrary to good morals and public order may lead the Hotel to ask the Client to leave the establishment without any compensation or refund if payment has already been made.

If no payment has yet been made, the Client will have to pay for the nights they have stayed before leaving the establishment. The Client will be responsible for all direct and/or indirect damages they may have caused in the reserved room or within the Hotel. Consequently, they undertake to pay the Hotel the cost of the aforementioned damages, without prejudice to any damages that may be due, increased by legal costs and lawyer's fees incurred by the Hotel.

A WiFi access (paying or free) allowing clients to connect to the Internet may be available, according to the Hotel's policy. The Client undertakes that the computer resources made available by the Hotel will not be used in any way to reproduce, represent, provide or transmit to the public works or objects protected by copyright or similar rights, including texts, images, photographs, musical works, audiovisual works, software, and video games, without the authorization of the rights holders provided for in Books I and II of the Intellectual Property Code where such authorization is required. In case of breach of the above obligations, the Client may be accused of counterfeiting.

The Client is also required to respect the security policy of the Hotel's Internet service provider, including the rules for using security means deployed to prevent the illicit use of computer resources and to refrain from any act harming the efficiency of these resources. Unless otherwise expressly stipulated, the Room will be made available to the Client on the day of their arrival at 3 pm and the Client must vacate the room on the day of departure at noon. Otherwise, an additional night will be charged to the Client.

The Client must check their departure date. In case of early departure, fees equivalent to one night will be charged unless the Client has notified the Hotel of their early departure at least 24 hours in advance.

The Service Provider undertakes to make every effort to provide the Services reserved by the Client, under an obligation of means.

The Client has a period of 8 days following the date of their departure from the Hotel to make any reservations or complaints concerning the provision of Services, in writing, accompanied by all supporting documents, to the Hotel. No complaint can be validly accepted without compliance by the Client with these formalities and deadlines.

If the Client has not explicitly expressed reservations or complaints within this period, the Services will be deemed to comply with the reservation, in quantity and quality. In the event of relocation, unforeseen events, force majeure, or the impossibility for the Hotel to make the reserved room available to the Client, the Hotel reserves the right to accommodate the Client in a hotel of equivalent category, for services of the same nature and subject to the Client's prior agreement.

#### **ARTICLE 6 – Right of Withdrawal**

In accordance with article L 221-28 of the Consumer Code, the Client does not have the right of withdrawal provided for in article L 221-18 of the Consumer Code, given the nature of the services provided.

Thus, the contract is definitively concluded when the reservation is made by the Client according to the terms specified in these General Terms and Conditions of Sale.

#### **ARTICLE 7 – Liability of the Service Provider – Warranty**

The Service Provider will protect the Client, in accordance with legal provisions and without additional payment, against any lack of conformity or hidden defects resulting from the non-performance of the reserved and effectively paid Services under the conditions and according to the terms defined in these General Terms and Conditions of Sale.

The Services provided via the Hotel's Website comply with the regulations applicable in France.

The Service Provider cannot be held liable in the event of non-compliance with the legislation of the country where the Services are provided, which the Client, as the sole person responsible for choosing the requested Services, must verify.

#### **ARTICLE 8 – Data Protection**

In accordance with the law 78-17 of January 6, 1978, it is recalled that the personal data requested from the Client is necessary for the processing of their reservation, including

but not limited to, the issuance of invoices. These data are processed and intended for the Hotel and may be transmitted to its possible partners responsible for the implementation, processing, management, and processing of payments for reservations as well as the Client's stay. Moreover, the Hotel may send its clients its electronic newsletter, promotional offers, and/or a customer satisfaction questionnaire following their stay. In accordance with national and European regulations, the Client has a permanent right of access, rectification, and opposition to information concerning them.

#### **ARTICLE 9 – Intellectual Property**

The content of the Hotel's Website is the property of the Seller and its partners and is protected by French and international laws relating to intellectual property. Any total or partial reproduction of this content is strictly prohibited and may constitute an offense of counterfeiting.

#### **ARTICLE 10 – Unpredictability**

These General Terms and Conditions of Sale expressly exclude the legal regime of unpredictability for all the service operations provided by the Service Provider to the Client. Thus, the Service Provider and the Client each waive their right to invoke the regime of unpredictability as provided by law, committing to fulfill their obligations even if the contractual balance is upset by unforeseeable circumstances at the time of the sale, even if their execution would prove to be excessively burdensome and to bear the economic and financial consequences.

#### **ARTICLE 11 – Force Majeure**

The Parties cannot be held responsible if the non-performance or delay in the performance of any of their obligations, as described in these General Terms and Conditions of Sale, results from a case of force majeure, as defined in Article 1218 of the Civil Code.

#### **ARTICLE 12 – Miscellaneous Provisions**

The General Terms and Conditions of Sale, the Personal Data Protection Charter, the Conditions of Sale of the rate reserved by the Client, the Reservation Request, and the Reservation Confirmation by the Client constitute the entire agreement between the parties within the limit of its purpose. As a result, they supersede any prior oral or written agreements. Any tolerance, of any nature, scope, duration, or frequency, cannot be considered as creating any right whatsoever and cannot limit in any way the possibility of invoking each of the clauses of these General Terms and Conditions of Sale, at any time, without any restriction. Any clause of these General Terms and Conditions of Sale that may be declared null or unlawful by a competent judge will be deemed unenforceable, but its nullity will not affect the other clauses, nor affect the validity of the General Terms and Conditions of Sale as a whole or their legal effects.

### **ARTICLE 13 – Applicable Law – Language**

These General Terms and Conditions of Sale and the resulting transactions are governed by and subject to French law. These General Terms and Conditions of Sale are drafted in French. If they are translated into one or more foreign languages, the French text will prevail in case of dispute.

### **ARTICLE 14 – Disputes**

All disputes to which the purchase and sale operations concluded in accordance with these General Terms and Conditions of Sale could give rise, concerning their validity, interpretation, execution, termination, consequences, and aftermath, and which could not be resolved between the Hotel and the Client will be submitted to the competent courts under the conditions of common law. The Client is informed that, in all cases, they can resort to conventional mediation services, notably provided by the Consumer Mediation Commission if it exists or any alternative dispute resolution method (conciliation, for example) in case of a dispute.

### **ARTICLE 15 – Precontractual Information – Client Acceptance**

The Client confirms having received, prior to making the reservation and concluding the contract, these General Terms and Conditions of Sale as well as all the information listed in Article L. 221-5 of the Consumer Code, in a readable and understandable manner, and in particular the following information:

The essential characteristics of the Services, considering the communication medium used and the Service concerned.

The price of the Services and ancillary charges.

In the absence of immediate execution of the contract, the date or the time limit within which the Service Provider undertakes to provide the reserved Services.

Information relating to the identity of the Service Provider, its postal, telephone, and electronic contact details, and its activities, if these do not appear from the context.

Information relating to legal and contractual guarantees and their implementation methods.

The functionalities of the digital content and, where applicable, its interoperability.

The possibility of resorting to conventional mediation in case of dispute.

Information on important contractual conditions.

The accepted means of payment.

The fact, for an individual (or a legal entity), of making a reservation on the Hotel's Website implies full and complete adherence to and acceptance of these General Terms and Conditions of Sale and the obligation to pay for the ordered Services, which is expressly recognized by the Client, who waives, notably, to avail themselves of any contradictory document, which would be unenforceable against the Service Provider.

# Privacy Policy

Hôtel Victoria Châtelet is the property of SAS HOTEL VICTORIA CHATELET – registered in Paris under number 562 032 474 – 17 Avenue Victoria, 75001 PARIS.

At Hôtel Victoria Châtelet, accessible from (<http://www.hotel-victoria-chatelet.com/fr/>), one of our main priorities is the privacy of our visitors. This privacy policy document contains the types of information that is collected and recorded by Hôtel Victoria Châtelet and how we use it.

If you have additional questions or require more information about our privacy policy, do not hesitate to contact us at [ksp@hotels-korner.com](mailto:ksp@hotels-korner.com).

This privacy policy applies only to our online activities and is valid for visitors to our website regarding the information that they shared and/or collected at Hôtel Victoria Châtelet. This policy does not apply to any information collected offline or via channels other than this website.

## Consent

By using our website, you hereby consent to our privacy policy and agree to its terms.

## Information We Collect

The personal information that you are asked to provide, and the reasons why you are asked to provide it, will be made clear to you at the point we ask you to provide your personal information.

If you contact us directly, we may receive additional information about you, such as your name, email address, phone number, the content of the message and/or attachments you may send us, and any other information you may choose to provide.

When you book a hotel room, we may ask for your contact details, including items such as name, company name, address, email address, and telephone number.

## How We Use Your Information

We use the information we collect in various ways, including to:

Communicate with you, either directly or through one of our partners, including for customer service, to provide you with updates and other information relating to your reservation, and for marketing and promotional purposes.

Send you emails regarding your upcoming or past stay at Hôtel Victoria Châtelet.

## **Log Files**

Hôtel Victoria Châtelet follows a standard procedure of using log files. These files log visitors when they visit websites. All hosting companies do this and a part of hosting services' analytics. The information collected by log files include internet protocol (IP) addresses, browser type, Internet Service Provider (ISP), date and time stamp, referring/exit pages, and possibly the number of clicks. These are not linked to any information that is personally identifiable. The purpose of the information is for analyzing trends, administering the site, tracking users' movement on the website, and gathering demographic information.

## **GDPR Data Protection Rights**

We would like to make sure you are fully aware of all of your data protection rights. Every user is entitled to the following:

-The right to access – You have the right to request copies of your personal data. We may charge you a small fee for this service.

-The right to rectification – You have the right to request that we correct any information you believe is inaccurate. You also have the right to request that we complete the information you believe is incomplete.

-The right to erasure – You have the right to request that we erase your personal data, under certain conditions.

-The right to restrict processing – You have the right to request that we restrict the processing of your personal data, under certain conditions.

-The right to object to processing – You have the right to object to our processing of your personal data, under certain conditions.

-The right to data portability – You have the right to request that we transfer the data that we have collected to another organization, or directly to you, under certain conditions.

If you make a request, we have one month to respond to you. If you would like to exercise any of these rights, please contact us at [ksp@hotels-korner.com](mailto:ksp@hotels-korner.com).

## **Children's Information**

Another part of our priority is adding protection for children while using the internet. We encourage parents and guardians to observe, participate in, and/or monitor and guide their online activity.

Hôtel Victoria Châtelet does not knowingly collect any Personal Identifiable Information from children under the age of 13. If you think that your child provided this kind of information on our website, we strongly encourage you to contact us immediately at [ksp@hotels-korner.com](mailto:ksp@hotels-korner.com) and we will do our best efforts to promptly remove such information from our records.