

## OUR POLICIES

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### HOW TO BOOK

Visit our web site <http://www.apparthotel-tours.com> where you can check our offers and services. You can make a reservation online or contact us by phone or by email [Contact page](#). So we can inform you about availabilities and confirm your request.

We are available **7J / 7** of **9:30** to **21:00** to answer all your questions and to carry out together your reservation.

### NAMELY

- To confirm your reservation, a down payment of **30%** of the cost of the stay is charged.  
After receiving your prepayment, a validation email will be sent.
- The total price of the reservation must be charged on the day of arrival.
- A brief inventory will be completed and signed at the check-in and check-out.
- A deposit of guarantee is required on arrival (€ **300**).
- The interruption of a current stay is not entitled to any refund. The cost of the stay is charged.
- Prices are, all charges included. Please note an additional city tax (€ **0.99** or € **1.65**) per night and per person.
- Extra beds provided. A single sofa bed or a double sofa bed (€ **15** flat rate for the person **does not share** the same bed and € **10** / night / **additional person**).  
One child under **2** years stays free of charge in a baby cot.
- Beds linen and towels are provided freely on arrival. (Additional bed linen € **15** per bed, and additional towels € **4** per person).
- The accommodation must be left clean. Otherwise, a sum of (€ **20** minimum) will be charged for the household expenses.
- Pets of small sizes (**5** kg maximum) are allowed inside the apartments. (+ € **5** per night).
- Any damage or inconvenience caused by the guest, entitle the hotel to terminate his contract. The tenant will assume alone the costs of all repairs and restoration. These costs will be deducted first from the deposit of guarantee which will be returned within **4** days after the check-out.
- Smokers are kindly asked to go outside to smoke.
- The check-in from **16h00** to **20h30**. Check-out from **08h00** to **10h00**.

### CANCELLATION/MODIFICATION - (sLIB)

- You can cancel/modify your reservation for free up to **30** days before arrival.
- You must pay **30%** of the total amount if you cancel/modify within **30** days of arrival.

### ACCES

Located in the heart of Touraine (Indre et Loire). We are accessed easily by various highways (A11, A28, A10 and A85). Please see your itinerary and your interests in [Our offers](#) page on <http://www.apparthotel-tours.com/> The public transport network in Tours <http://www.fibleu.fr>

### REMARQUES

. We are not always on site. Thank you in advance to contact us at least one hour before arrival.

**(+33) 6 13 45 59 90** – (+33) 6 10 94 97 44

. You want to pay your stay by check: **sarl Henand** and addressed to **5, rue Marcel DASSAULT 37520 LA RICHE**

. You prefer to make a transfer:

**Caisse d'épargne** : IBAN is **FR76 1450 5000 0208 0005 8970 623**. BIC is **CEPAFRPP450**.

**Read and approved.**

Guest signature