

Legal Notices

1. Website Publisher

This website is published by:

Hôtel le relais d'Agay

SAS ROMA with capital of €345,650

Registered office: Boulevard de la plage – 83530 - Agay - Saint Raphaël

Registered with the Fréjus Trade and Companies Register under number
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2. Website Host

This website is hosted by:

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3. Hotel Business

The Hôtel le Relais d'Agay is a 3-star hotel (classification issued by Atout France).

APE Code: 5510Z

4. Intellectual Property

All content on this site (texts, images, logos, graphics, videos, etc.) is the exclusive property of SAS ROMA Hôtel le Relais d'Agay or its partners.

Any reproduction, representation, distribution, or exploitation without prior authorization is prohibited.

5. Personal Data Protection (GDPR)

Data Controller: Thais-Soft

SIRET: 494 261 035 00013

Share Capital: €5,000

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In accordance with the GDPR, we confirm that your contact details or data collected via our various forms (reservation, contact, check-in) will under no circumstances be shared with third parties. Our database is used solely to create analyses and statistics for the sole purpose of maintaining or improving the quality of our services, and remains strictly confidential. If you consent to our storing this data for an indefinite period under the conditions described above, you do not need to take any action with us.

If applicable, you have the right to access, rectify, object to, and delete your personal data. The processing of your data is therefore based exclusively on your consent. You can remove yourself from our database at any time by sending us an email to info@relaisdagay.com.

6. Cookies

This site does not use cookies.

7. General Terms and Conditions of Sale

The general terms and conditions of sale (GTC) applicable to reservations made via the site are as follows:

(They specify, in particular, prices, payment terms, cancellation and modification conditions at the time of booking)

Article 1 - Length of stay:

The customer signing the contract concluded for a fixed period may not, under any circumstances, claim any right to remain in the premises.

Article 2 - Conclusion of the contract:

The online reservation becomes effective once the guest has guaranteed it with a valid credit card at the time of booking.

Only adults may make a reservation. Minors wishing to stay without their legal guardian must present handwritten parental authorization and a copy of their legal guardian's ID upon check-in.

Article 3 - Cancellation by the guest:

Depends on the guest's rate selection at the time of booking (Standard, Flexible, or Non-cancellable/Non-refundable).

Article 4 - Arrival:

Guests are welcomed on the specified day from 4:00 PM or earlier, subject to availability. In case of late arrival (after 9:00 PM), the guest must notify the owner.

Article 5 - Payment:

Payment to the owner by: Cash, credit card (VISA or MASTERCARD), check, ANCV holiday vouchers, or bank transfer.

Article 6 - Tourist Tax:

The tourist tax is a local tax that the guest must pay to the owner, who then remits it to the Public Treasury.

It is set at €2.16 per day per adult, payable in addition to the room rate.

Article 7 - Use of the Premises:

The guest must respect the peaceful nature of the premises and use them in accordance with their intended purpose. They agree to return the accommodations in good condition.

Clause Regarding Inventory and Room Maintenance

Following numerous unfortunate reports regarding the condition of the rooms after the departure of certain guests, as well as a lack of respect for the work of the housekeeping staff, the management informs its guests that it reserves the right to charge cleaning or repair fees in the event of damage or obvious disrespect of the premises. The following fees will apply:

- €50 for stays of 1 to 3 nights
- 10% of the total stay for stays of more than 3 nights

Article 8 - Pets:

Small pets are accepted with the hotel's approval, with a supplement of €8 per night.

Article 9 - Breakfast:

An all-you-can-eat buffet breakfast is available on-site for €12 per person (no prior reservation required).

Article 10 - Parking:

Any reservation made directly on the hotel website entitles you to complimentary parking for the duration of your stay (no prior reservation required). If applicable, parking will be charged at €7 per night.

Article 11 - Capacity:

The contract is established for a specific number of guests. If the number of guests exceeds this number, the owner may refuse additional guests. This refusal cannot under any circumstances be considered a modification or termination of the contract at the owner's initiative. Therefore, if more guests than those refused leave, the price corresponding to the cost of the accommodation remains with the owner.

Article 12 - Insurance:

The guest is responsible for all damages incurred as a result of their actions. They must therefore check whether their main residence contract includes a vacation rental extension. The tenant confirms that they are covered by civil liability insurance covering their own liability and that of their accompanying persons.

8. Consumer Mediation

In accordance with Article L612-1 of the French Consumer Code, in the event of a dispute, the client may consult the mediator of their choice free of charge.