

Terms and Conditions of Sale

These terms and conditions are applicable to all sales (excluding groups) carried out with the Hôtel Morphée, 35 rue de la Cousinerie 59650 Villeneuve d'Ascq.

1. Aptitude

All customers must be eligible to enter into a contract, which means being of legal adult age and not under deputyship or guardianship.

2. Tariffs

Prices indicated are in Euros and include taxes and take into account applicable VAT on the reservation date. Prices apply per room for the number of people indicated and the selected time period. Prices only include the services that are specifically included in the reservation. Additional services provided by the hotel during the stay, in addition to the tourist tax, which is not included in the price displayed, must be paid directly to the hotel.
(Tourist tax is not applicable to children under 13)

3. Reservation conditions

Reservations may be made on the websites www.hotel-morphee.com and www.contact-hotel.com. Reservations will only be valid if they are guaranteed by the customer. When a reservation is made, a payment authorisation from the credit card is made. No amount will be debited in advance, other than in the case of a "no cancellation, non-refundable" promotional offer.

Your personal data are protected by a secure connection. No reservation fees. The entire amount or remainder of the costs for services must be paid at the hotel.

4. Reservation modifications

Any request to modify a reservation, in terms of room type, the provision of a cot, additional bed or additional nights must be sent as quickly as possible and at the latest on the day before your arrival, so that we can inform you about availability.

5. Cancellation terms

All reservation cancellations must be made before 6pm (local time) on the day before you are due to arrive. The cancellation may be made on line using the link that appears on your confirmation e-mail, or directly with our hotel reception by e-mail on info@hotel-morphee.com or telephone on 33(0)3 20 47 17 18. In the latter case, a cancellation number will be provided.

For reservations made on our partners' Internet sites, other than www.hotel-morphee.com or www.contact-hotel.com, the cancellation will be made directly on their sites. Applicable cancellation conditions are determined by the partners and may therefore be different to those practiced by Hôtel Morphée.

In the case of a no-show or if the reservation is not cancelled before 6pm, the cost of the first night will be debited and the remainder of the stay cancelled. If the stay is to be partially cancelled, the customer must inform the hotel on arrival.

For the "no cancellation, non-refundable" promotional offer and group reservations, the above cancellation terms and conditions do not apply.

6. Relocation

In cases of force majeure, exceptional circumstances or technical issues, the hotel reserves the right to completely or partially relocate the customer in a hotel of equivalent or superior quality that offers services of the same kind. The cost of transportation and any supplements will then be covered by the hotel, and it may not be pursued for the payment of any further damages.

7. The hotel and its services

The hotel reception desk is open 24 hours a day.

Breakfast is served in the dining room on the ground floor from 6am to 10am.

Rooms are available from 2pm and must be vacated by 12pm on the day of departure. A supplement may be charged if this maximum departure time is not respected. If you are planning to arrive after 8pm, the reception must be informed in advance.

Customers accept and commit to using the room with due care and attention. Any unreasonable or disruptive behaviour will lead the hotel to ask the customer to leave the premises with no compensation and no reimbursement if a payment has already been made.

Animals are accepted under certain conditions: they must be kept on a leash in all common areas of our building. For hygiene reasons, animals are not permitted in the breakfast room and must not be left alone in rooms. An animal supplement will be charged.

Hôtel Morphée offers wifi internet access. Customers using the service will ensure that the computer resources at their disposal are under no circumstances used to reproduce, represent, broadcast or communicate to the public works that are protected by copyright, without the prior authorisation of the copyright holders.

Hôtel Morphée is equipped with a video surveillance system inside its common areas and car park.

8. Applicable law

Any disagreement, complaint or dispute regarding the terms and conditions of a reservation will fall under the exclusive authority of French jurisdiction.

Hôtel Morphée - 35 rue de la Cousinerie - 59650 Villeneuve d'Ascq