



ROYAL HAINAUT SPA & RESORT HOTEL
VALENCIENNES

Internal Regulations



February 2024

Internal Regulations

Acceptance of the Internal Regulations

The customer accepts and undertakes to comply with the said regulations, the provisions of which apply to both themselves and any occupant caused by them.

The hotel's internal regulations apply to all reservations. Non-compliance with the above provisions leads to immediate termination of the contract, and financial penalties will be applied.

In the event of non-compliance with the hotel's internal regulations, the customer will be asked to leave the hotel without being entitled to any refund.

Decency

The hotelier reserves the right not to receive customers whose attire is indecent and/or neglected, whose attire is intended to conceal the face (Law No. 2010-1192 of October 11, 2010), those with noisy, improper, and/or intoxicated behavior, or whose behavior is contrary to good morals and/or public order.

Proper attire is required in the hotel's restaurants and public areas. The customer is courteous and respectful towards the hotel staff.

The customer refrains from any verbal or physical violence, any behavior or remarks of a sexual, racist, anti-Semitic, homophobic nature, as well as any form of harassment.

Arrival

National guests staying at the establishment must present a valid ID in the name of the person who made the reservation at check-in. Otherwise, the hotelier may refuse to rent a room and/or cancel the reservation they had made.

Foreign residents, including accompanying persons and teenagers over 15 years old, must fill out an "individual police form." The information contained there in is

governed by the "Code of Entry and Stay of Foreigners and the Right of Asylum," article R.611-42.

Upon arrival, unless agreed by the hotelier, the customer cannot demand to occupy the room before 4:00 PM.

A security deposit is mandatory upon arrival. The amount of the deposit corresponds to the cost of the stay, as well as any additional expenses incurred during the stay (restaurant, bar, treatments).

Occupancy of Rooms

Each reservation is nominative and cannot be transferred to a third party, whether free of charge or for a fee. Any reservation for others must be made in the name of the third party holding the stay.

The customer cannot introduce third parties unknown to the hotelier into the room without the hotelier's permission.

Access to the rooms must be left at least once a day so that the hotel staff can clean them, unless expressly requested by the customer.

Likewise, the customer cannot occupy a room for a number of people exceeding that provided for by the regulations in force and the number of people specified at the time of booking.

In case of non-compliance with this regulation, the hotel reserves the right to charge the responsible customer the cost of the room corresponding to the excess number of people, in the presence or absence of the customer, at the rates in effect at the time of the violation of the internal regulations.

The hotel will use the guarantee taken at the customer's arrival.

Keys & Access Cards

The magnetic card(s) for room access is/are assigned personally; it is important to keep them safe and immediately report any loss or disappearance to the hotel reception. Identity verification will be automatically required when renewing them.

Upon departure, the customer must return the key to their room to the reception. It is forbidden to take the key of the room, as it belongs to the hotel: the customer must inform the hotelier if they notice a mistake and return it; otherwise, it will be billed at €20.

The customer must ensure that the room door is properly closed before leaving the room or going to bed.

The customer does not introduce any person who is not a guest of the hotel, especially through unauthorized access, without the hotelier's agreement. Anyone entering the hotel must report to the reception.

Luggage Service

A luggage service allows guests to leave their luggage at the hotel reception against the issuance of a ticket. The hotel declines all responsibility in case of theft or damage to belongings.

Children (up to 12 years old) and Extra Beds

Children are under the sole responsibility of the customer. It is forbidden to leave them unattended in the room.

Upon request, the hotel can provide a baby cot or extra bed, subject to availability and can only be installed in the Duplex Suites, Senior Duplex, Presidential, and Royal Suites.

Extra Bed Rate: €30/day - Baby Cot Rate: €18/day

Pets

Pets are allowed with a supplement of €30 per day. Pets are solely the responsibility of their owner.

We welcome cats and dogs, provided they are kept on a leash in all common areas of the establishment, specifying that the hotelier may refuse to accommodate any pet breed or other likely to present a security risk to other occupants, the assessment of this risk being at the discretion of the hotelier.

For hygiene reasons, pets are not allowed in dining areas and the spa.

To ensure everyone's tranquility, pets should not be left alone without supervision.

Guide dogs for the blind and assistance dogs are admitted free of charge with the prior agreement of the hotelier.

Spa & Fitness Area

The pool is open from 7:00 AM to 9:00 PM. The hotel disclaims any responsibility for accidents that occur in or around the pool. Children must be under the supervision of their parents. Access to the spa is no longer possible once the departure has been made.

The steam room and sauna are open from 9:00 AM to 7:00 PM from Monday to Saturday, and from 9:00 AM to 6:00 PM on Sunday, and are mixed.

Swimwear is mandatory. For hygiene reasons, it is mandatory to take a soapy shower before entering the pool, sauna, or steam room.

Wearing appropriate clothing and sports shoes is mandatory in the fitness center.

Before any service, make sure your health allows it.

Access to the sauna and steam room is strictly prohibited for pregnant women (excessive heat and abortifacient properties if essential oils are diffused).

The practice of the steam room and sauna is reserved for people with no health concerns and not suffering from high blood pressure, cardiovascular disease, diabetes.

Wearing a burkini-type swimsuit is prohibited for sanitary, hygiene, and safety reasons. Wearing a full-body covering outfit is not compatible with the obligation to take a soapy shower before entering the pool.

Responsibility

The customer accepts and undertakes to use the room and the common areas made available to them reasonably. Any behavior contrary to safety and/or hygiene principles, good morals, and/or public order may lead the hotelier to ask the customer to leave the establishment.

Non-compliance with the regulations, safety and hygiene rules, and any damages or negligence that could cause direct or indirect damage to the equipment, engaging your responsibility, will be invoiced.

If you have health problems (circulatory, cardiac, respiratory disorders, allergies, asthma...) or if you are pregnant, please inform us.

We decline all responsibility for physical damage (falls - burns related in particular to the wearing of jewelry) or material damage, loss or alteration of jewelry, cameras, phones.

Safes are provided to the customer in the rooms. The establishment disclaims any responsibility for valuables not deposited in these safes.

Luggage in public areas is under the surveillance and full responsibility of its owner.

Prohibitions

For safety reasons and for the respect of everyone, smoking is strictly prohibited throughout the hotel. In accordance with Decree No. 2006-1386 of November 15, 2006, setting the conditions for the application of the ban on smoking in places for collective use, smoking in the hotel exposes you to an additional charge of €90 or legal action.

It is also strictly forbidden to dismantle fire detection devices, for the same reasons mentioned above. Any undue triggering of the fire alarm for non-compliance with this provision will be charged €150 for the reinstatement of the fire safety system.

A decent attitude, marked by restraint and discretion, is required to respect the serenity of the place. Sexual relations are strictly prohibited in the wellness area.

Any violation of hygiene and safety instructions will result in eviction without notice of any person whose behavior goes against these rules.

It is strictly forbidden to introduce into the rooms and any part of the establishment illicit and/or dangerous objects or substances, any type of object or toy resembling a firearm, any type of object or toy that could disturb the tranquility of other guests (megaphones, horns, etc.).

Running, rolling (skates, scooters, etc.), or shouting in the establishment, day or night, hanging laundry from windows, throwing objects out the window, and in general behaving in a way that could cause any type of harm to hotel guests, hotel staff, and/or the hotel's reputation is prohibited.

Any filming of other hotel guests or staff is prohibited, unless expressly agreed by the persons concerned.

Professional photographs or videos intended for commercial use (including social networks) are subject to prior approval from the Management.

Damage and Nuisances

The rooms made available to our customers are checked, functional, and in good condition. Our customers are invited to immediately report any deficiencies to the hotel reception. In case of a problem, the customer must engage their civil liability. In case of damage, the hotel reserves the right to charge the customer the cost of repair or replacement. The same applies to any offense discovered after the customer's departure.

In case of voluntary or involuntary damage to equipment, objects, furniture belonging to the hotel, the hotel may require full reimbursement from the customer with a penalty and damages of €1000 to €2000.

The hotel may require a cleaning fee if the room is left in a condition that will be deemed unsuitable.

All our rooms are non-smoking. The hotel reserves the right to claim the amount of an additional night corresponding to the cost of additional cleaning from the customer who smokes in their room and the non-rental of the following night. If the customer wishes to continue smoking indoors or outside the designated areas, they will be asked to leave the hotel.

The hotel reserves the right to deduct the amount of undeclared consumption at departure as well as damages in the room. This amount will be deducted from the credit card provided at the time of booking. The hotel has no obligation to notify the customer but can provide a invoice upon request.

Noise, even during the day, is prohibited. The customer causing disorder or scandal in any form will be asked to leave the hotel immediately and without reimbursement. For the sake of the tranquility of the establishment, all noise must cease between 10:00 PM and 8:00 AM.

Any neighborhood noise related to the behavior of a person or an animal under the responsibility of the customer may lead the hotelier to invite the latter to leave the establishment, as soon as the noise generated is likely to disturb the tranquility of the clientele (articles R.1334-30 and R.1334-31 of the Public Health Code). Any inappropriate noise will be reported to the police as appropriate.

Forgotten Items

Items left or abandoned can be returned if found. If the customer requests the return of their items by parcel or mail, it must be done with tracking. The shipment will be made after the customer has paid the shipping costs.

Parking

A public parking is offered to our customers at a rate of €24 for the first night and then €15 per day for the rest of the stay at the following address: 50 rue de l'Intendance, 59300 Valenciennes.

It is neither secured nor monitored.

We decline all responsibility in case of loss/theft/damage within the parking area.

Security

For your safety, this establishment is under video surveillance (Internal Security Code, articles L251-1 to L255-2 & R251-1 to R253-4). Customers must comply with safety instructions in the event of a disaster or according to the provisions in force.

Sanctions

In case of violation of the provisions of this regulation, the hotelier may immediately expel the customer and all persons sharing their stay. It may also refuse any future reservation.

Shoplifting is an offense characterized by consuming a paid good or service:

- Knowing that one is unable to pay or being deliberately determined not to pay, while pretending to be willing to pay.

Shoplifting is punishable by 6 months imprisonment and a fine of €7,500, in addition to damages.

Wi-Fi Network

A free wifi network is available to all our customers, without requiring a password.

During their stay, customers must refrain from transmitting or consulting on the Internet any prohibited, illegal, unlawful, contrary to good morals or public order data, and infringing or likely to infringe the rights of third parties, particularly intellectual, literary, or artistic property rights.

To consult, directly or indirectly, any content available on the Internet that may be harmful to minors. The customer is solely responsible for any direct or indirect, material or immaterial harm caused to third parties due to their own use of the aforementioned Internet service.

Updated on February 13, 2024.