

1. DEFINITIONS

Because of the Merchant's particular activity that is situated in the Hotel industry and considering the special requirements of this commercial activity and the specificity of the Merchant's needs regarding this activity, the conditions set out in these special conditions shall be an integral part of the Contract.

2. CONDITIONS

2.1. The Merchant will accept any and all valid cards, transmitted by telephone, for reservations made in accordance with the Hotel Reservation Service rules. All transactions must be authorized and in the event of an authorization request, the Merchant must mention the reason.

2.2. The Merchant must inform the Cardholder of the reservation and cancellation conditions:

2.3. At the Cardholder's request, the Merchant will confirm the reservation or cancellation and his reservation or cancellation code in writing.

2.4. The written confirmation to the Cardholder must always mention: the last

four numbers of the card number, the card's expiry date and Cardholder's name, the details concerning the reserved rooms, the reservation or cancellation code and the cancellation conditions, as well as the hotel's details including the exact name, address and accommodation costs.

2.5. Front desk Procedures:

- Reservation Service
- Settlement of reservation advances
- Estimate of the accommodation costs upon the Cardholder's arrival, check-in.
- Early leave procedure. Priority check-out.

2.6. The "PRIORITY CHECK-OUT SERVICE" concerns the procedure to facilitate and speed up the Cardholder's leaving the hotel. For this service, the Merchant will accept at the Cardholder's request any valid Cards that Merchant accepts based on valid contract between the Merchant and Service provider.

2.7. The Merchant must send the duplicates of his documents within 3 workdays, either to the customer or at his request.