General Terms and Conditions of Sale: France

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Page updated on 26/10/2026 - This page can be printed at the end following the terms and conditions

Any reservation made on the Website necessarily implies the implicit acceptance of these General Terms and Conditions of Sale by the Customer.

These General Terms and Conditions of Sale (GTCS) govern the reservation of a stay by a consumer customer as agreed with B&B HOTELS via its mobile app or Website, which can be accessed via the following link https://www.hotel-bb.com/fr (hereinafter “the Website”) by calling our Reservation department on 08 92 78 29 29* (+33 2 98 33 75 29 when calling from abroad)* at a cost of €0.35 incl. VAT/minute + the price of a call from a landline in France. or directly at the hotel.

1. If you have not reserved a room in one of our hotels

For more information about staying at one of our hotels in France, you can contact the hotel of your choice directly or call our Reservation department. You can also consult the hotel web pages for more information about a particular hotel.

Outside the listed reception desk operating hours, our hotels have automatic room distributors (“ARD”) through which you can also reserve a room by using a payment card with an electronic chip.

2. If you wish to reserve a room in one of our hotels

Bookings for a stay in our hotels in France are made with the companies listed below (the “Operators”):

B&B HOTELS FRANCE, a limited liability company registered in the Brest Trade and Companies Register under company no. RCS 378 047 500, with its headquarters located at 271 Rue du Général Paulet, 29200 Brest, France, and whose intra-community VAT no. is FR 82 378 047 500;
B&B DREAMLAND HOTEL, a simplified joint-stock company registered in the Brest Trade and Companies Register under company no. RCS 808 416 960, with its headquarters located at 271 Rue du Général Paulet, 29200 Brest, France, and whose intra-community VAT no. is FR 50 808 416 960;
TANDEM SAS, a simplified joint-stock company registered in the Paris Trade and Companies Register under company no. RCS 908 119 746, with its headquarters located at 9 Boulevard Romain Rolland, 75014 Paris, France, and whose intra-community VAT no. is FR 81 908 119 746;
B&B TAKEOVER, a simplified joint-stock company registered in the Brest Trade and Companies Register under company no. RCS 904 728 649, with its headquarters located at 271 Rue du Général Paulet, 29200 Brest, France, and whose intra-community VAT no. is FR 53 904 728 649;
B&B HOME FRANCE, a simplified joint-stock company registered in the Brest Trade and Companies Register under company no. RCS 920 291 150, with its

headquarters located at 271 Rue du Général Paulet, 29200 Brest, France, and whose intra-community VAT no. is FR 01 920 291 150.

(Hereinafter “B&B HOTELS”)

In accordance with the General Terms and Conditions of Use for the Website, which are available here, it is stated that the company CASPER BIDCO is the online platform operator that acts as the sole intermediary between the business owners and the customers. CASPER BIDCO is not party to these GTCS or the reservation of your stay.

2.1. Guaranteed reservations

Your reservation is considered to be fully guaranteed once your stay has been paid for, either by cheque or cash directly to the hotel or by providing your payment card details when making the reservation (unless the payment details provided are not valid).

Providing payment card details to guarantee your reservation does not initiate payment for the entire stay. However, it authorises the hotel to charge your account for the amount due for the first night of your stay in the event of a “no-show”, if the reservation was not cancelled in accordance with the Terms and Conditions specified in Article 5 of these General Terms and Conditions of Sale.

An email containing a reservation number will be sent to the email address that was provided to the hotel for all guaranteed reservations. This reservation number also means that you can arrive at the hotel at any time if there is an automatic room distributor available.

If you arrive when the hotel reception is closed, you can, if available, enter your reservation number into the automatic room distributor, which will then provide you (after your stay has been paid for, if necessary) with a ticket including your room number and access code.

2.2. Simple reservations

Your reservation is considered to be a “simple reservation” if it is made without providing payment card details directly to the hotel.

In this case, the reservation number provided to you by the hotel allows you to access a room up until 7.00 p.m. the day of your arrival, directly at the hotel reception during opening hours and outside the reception hours of the selected hotel, via the ARD . After 7.00 p.m., your room will automatically be released for resale.

2.3. Promotional and/or special offers

Some promotional and/or special offers are sold exclusively on the Internet and cannot be purchased via the hotel reception.

These offers, available on the Website, on the B&B HOTELS mobile apps or on the websites and mobile services of B&B HOTELS’ commercial partners, are special rates that cannot be combined with any other offers. The specific conditions of each offer (in particular whether or not the offer is cancellable and/or modifiable) are expressly

indicated directly to the consumer at the pre-contractual stage, namely before the consumer can proceed with the online reservation, among the offers available on the Website.

Unless otherwise stated in the Specific Terms and Conditions for the offer, advance payment for the full duration of the stay and any additional services must be made online in order to confirm this reservation. In that case, in the event of a customer no-show on the expected date of arrival, even if the hotel has been notified by any means, the total amount paid in advance for the reservation (included rooms and any additional services) will not be refunded.

2.4. Group reservations

A reservation for more than ten (10) rooms is considered a group reservation and may be subject to Specific Terms and Conditions. For any information regarding a stay in France, you can contact the dedicated Group Reservation department at B&B HOTELS by sending an email to groupdesk@hotelbb.com.

2.5 Refusal to admit an unaccompanied minor.

Unaccompanied minors are not permitted to stay in a room, even if the room has been previously reserved and paid for at the adult rate by an adult.

3. How to make a reservation via hotel-bb.com or using B&B HOTELS mobile apps

The procedure for making a reservation is as follows:

1. Search for a hotel from among those offered by the B&B HOTELS group on the Website.

2. Select a hotel, the dates of your stay (start and end), the number of occupants, the type and number of rooms and the Terms and Conditions of Sale for the associated rate, as well as any additional services (such as breakfast), except when the additional service is included in the rate provided;

3. Confirm the details of the reservation, the total amount due and the Terms and Conditions of Sale for the reserved rate (for the room, the rate and/or any additional services). Provide contact details for the customer(s). We ask you to enter your telephone number to allow the management and monitoring of your reservation. In accordance with Article L.223-2 of the French Consumer Code, please note that you have the option of registering on the French “Bloctel” anti-solicitation list (www.bloctel.gouv.fr) free of charge.

4. Read the Privacy Policy and accept the General Terms and Conditions of Sale, the General Terms and Conditions of Use for the Website, and the Terms and Conditions of Sale for the reserved rate (to change your selection, you may return to the previous steps);

5. Provide your payment card details. (Only credit/debit cards are accepted. Visa Electron and Maestro cards cannot be used to guarantee your reservation). Check the Specific Terms and Conditions of Sale of the reserved rate, then confirm your reservation.

6. B&B HOTELS will acknowledge receipt of your reservation by immediately sending an email summarising the type of reservation made, any additional services reserved and any applicable tourist tax, the dates of the reservation, the rate, the total amount due with an itemised breakdown, the Terms and Conditions of Sale for the reserved rate (accepted by the customer), information regarding the Customer Service department and the address of the hotel to which you can send any complaints, if necessary.

4. Online check-in (“remote check-in”)

B&B HOTELS offers you the option of receiving the access code(s) for your room(s) in advance by using the online check-in feature, also known as “remote check-in”. Online check-in lets you bypass the usual check-in procedure at the hotel reception desk during its operating hours.

Forty-eight (48) hours before your expected date of arrival at the hotel, you will be sent an email inviting you to register for remote check-in.
The registration link is also available in the reservation confirmation email, as well as via your online account available on the Website.

Even if you have already provided your payment card details to guarantee your reservation online, you will be asked to enter your card number, its expiry date and security code whilst registering for remote check-in to finalise the payment for your reservation. The transaction is confirmed by 3D Secure. (Secure payment).

You will not be debited until the actual check-in is generated, i.e. on your date of arrival

between 2.00 p.m. and 6.00 p.m.

If you have opted for a pre-paid online reservation, you will not be asked to re-enter your payment card details.

You will receive an email (and SMS, if requested) containing your room number and access code between 2.00 p.m. and 6.00 p.m. on your expected date of arrival at the hotel.

If you have not received your room number and access code by 6.00 p.m. on your expected date of arrival, you will need to acquire your room at the hotel reception desk or via the automatic room distributor.

Remote check-in is no longer possible after 6.00 p.m. on your expected date of arrival at the hotel.

All customers can use this service provided that they have made a “direct” reservation on the Website or via the mobile app (excluding reservations made on third-party websites: Booking, Expedia, etc.) and on condition that the hotel in question has activated this feature.
Important, if you wish to cancel:

> Before 2.00 p.m., the usual Terms and Conditions apply (unless the reservation cannot be cancelled or is non-refundable),
> After 2.00 p.m., cancellation for the first night is no longer possible.

The rest of the stay can be cancelled and refunded, according to your reservation Terms and Conditions.

If a payment authorisation request is refused, the reservation will not be cancelled but the online check-in request cannot be confirmed. Customers will be informed that they must go to the reception desk to confirm the check-in and pay.

5. Withdrawing from, cancelling or modifying your reservation

Right of withdrawal: Please note that with regard to accommodation services provided on a date or for a determined period, in accordance with Article L.221-28, Paragraph 12 of the French Consumer Code, you do not have the right of withdrawal as defined in Article L.221-18 of the French Consumer Code.

5.1. Cancelling your reservation

Simple and guaranteed reservations can be cancelled before 7.00 p.m. on your expected date of arrival.

In order to cancel a simple or guaranteed reservation free of charge, you must either:

Inform the hotel in question directly as soon as possible;
Contact the Reservation department (subject to charge) or
Click on the relevant link in your reservation confirmation email.

You will receive confirmation of the cancellation. A refund will be issued for the cancelled portion of the stay (via the same payment method that was used to pay for the stay).

In the event of a late cancellation (later than 7.00 p.m. on your expected date of arrival), the hotel will charge you for the amount corresponding to the first night (excluding tourist tax or any additional services), either by keeping any payments or by charging the debit/credit card of which details were provided whilst making the reservation as a guarantee, in order to cover the cancellation fees (corresponding to the internal costs for carrying out the cancellation process within the system and for the resale of the room). The subsequent nights will be cancelled and refunded by bank transfer.

5.2. Modifying your reservation

To extend a stay, you must contact the hotel's reception before 11.00 a.m. to confirm room availability. If the stay can be extended, you must immediately pay the amount due for your room so that the hotel can provide you with a new access code.

In the event of early departure, you must notify the hotel's reception before 11.00 a.m. in order for the cancellation of the rest of the stay to be taken into account. For a simple or guaranteed reservation, if the initial payment was made by Visa, Mastercard or American Express, a refund for the portion of the stay that has been cancelled will be issued to the card used for payment.
For any other method of payment, the refund for the portion of the stay that has been cancelled will be made by bank transfer or provided in the form of a cheque for the

amount due.

If you are not currently on hotel grounds in France, you can also contact the Reservation department on 08 92 78 29 29*
*€0.35 incl. VAT/minute + the price of a call from a landline in France (+33 2 98 33 75 29 when calling from abroad).

Some promotional and/or special offers cannot be modified, cancelled or refunded (this applies to the cost of the stay and that of any additional services). For more information, please refer to Article 2.3 Promotional and/or special offers.

In this case, it will be mentioned in the Specific Terms and Conditions for the offer.

6. No-shows

In the event of a customer no-show, any reservation guaranteed:

- by providing their payment details and that is not cancelled before 7.00 p.m. will result in automatically being charged and debited the cost of the first night (excluding tourist tax and any additional services) as fixed-rate compensation and for cancelling the rest of their stay free of charge. The subsequent nights will be cancelled;
- by advance payment directly to the hotel for the entire duration of the stay and that is not cancelled before 7.00 p.m. will result, upon request, in the refund of the entire stay minus the cost of the first night.

For a reservation that is guaranteed by partial advance payment directly to the hotel and that is not cancelled before 7.00 p.m., the amount paid in advance (deposit) will not be

refunded and will be retained as fixed-rate compensation and for cancelling the rest of the customer's stay free of charge.

For a "non-refundable" reservation as mentioned in Article 2.3, 100% of the total amount due would already have been paid whilst making the reservation, unless otherwise stated in the Terms and Conditions of the offer. This amount will not be refunded under any circumstances (this applies to the rooms and any additional services). In the event of a customer no-show on the expected date of arrival, even if the hotel was notified by any means, the reservation will be cancelled in full and the hotel reserves the right to charge the total cost of the reservation to the customer to cover the cancellation fees.

7. Rates

The rates apply to each room for the number of people and the chosen date(s).

The rates as confirmed to the customer are given in euros, include VAT and are only valid for the duration indicated on the Website.

The amount due for tourist tax, paid to the local authorities, depends on the town or city. Unless otherwise stated, additional services (breakfast, parking, etc.) are not included in the rates.

Rates take into account the VAT that is applicable on the date that the reservation is made. Any changes to the applicable VAT rate, as well as any modifications or introductions of new legal or regulatory taxes imposed by the competent authorities, will be automatically applied to the indicated rates on the date that the stay is charged

(i.e. the date of arrival).

The rates indicated on the Website are valid except in the event of gross error.

The applicable rate is the one indicated on the Website on the date that the reservation is made by the customer.

8. Payment

To access your room, you must first pay for it and guarantee your reservation via a bank pre-authorization. Visa Electron and Maestro cards, as well as prepaid cards, are accepted for pre-authorizations and for payment at the hotel.

Your reservation can be paid for at the hotel by using holiday vouchers (from the ANCV), including, at most B&B Hotels, ANCV e Connect. We do not accept payment by e-Card when making a reservation or paying for your stay at B&B hotels.

Online payment can be made using a credit/debit card (American Express, Visa, Visa Electron, Maestro and/or Mastercard only) via a secure payment system. You must provide the credit/debit card number, its expiry date and CVV (security code on the back of the card).

Payments by check are now refused in our hotels.

Any irregularities detected in the payment or payment method (even after the payment has been made in full) or any payment that is not finalised, is incomplete or fraudulent,

as well as any payment linked to illegal acts for which you are responsible or that you have committed in collusion with a third party, will lead to the complete cancellation of your reservation at your expense, without warning and without prejudice to any civil or criminal action that may be brought against you.

Once the reservation has been confirmed and online payment has been made, you will receive an itemised confirmation email via the email address provided that will serve as proof of payment for the reservation.

This confirmation is considered as representing the agreement between the parties.

Upon your arrival at the hotel, you may request an itemised invoice detailing the total cost of your stay, including tourist tax (if applicable) on paper or by email according to your choice.

The inability to charge the use of a credit card will result in the automatic cancellation of the reservation, in accordance with the same Terms and Conditions as for an irregular or fraudulent payment.

When using an ARD, only payment cards with an electronic chip can be used to pay for your stay at B&B hotels. If your payment card only has a magnetic strip, in order to pay for your stay at B&B HOTELS you must arrive at the hotel during the reception’s operating hours or use a different payment method.

9. Bank Pre-authorization

Pre-authorization is currently available at only a limited number of hotels.

Upon arrival at the hotel, you may be asked to provide your valid credit card information so that the hotel can request a pre-authorization from your bank as a guarantee.

A pre-authorization hold is required at check-in to complete your registration. If the pre-authorization fails, access to the room will be denied.

The amount of the pre-authorization corresponds to a flat fee of 100 euros intended to cover any proven damage to the hotel room (use of cigarettes or e-cigarettes, use of nitrous oxide, tampering with smoke detectors, damage to room equipment and furniture, etc.), any smoker's fee provided for in Article 13, theft of equipment and furniture, as well as any additional charges (minibar consumption, reservations for additional services, etc.).

In any event, B&B HOTELS reserves the right to seek compensation for the full extent of its losses resulting from any damage or theft not covered by the pre-authorized lump-sum amount.

The pre-authorization request constitutes a temporary hold by your bank on the lump-sum amount in your bank account. Depending on the bank, the pre-authorization request may, as a guarantee, temporarily reduce your credit card limit or appear as a pending debit.

With few exceptions, the pre-authorization request will not result in a charge. If the pre-

authorization request does result in a charge, the amount charged will be automatically credited by your bank if your account balance is positive.

At the end of your stay, a request will be made to your bank to release the pre-authorized amount, unless the circumstances for which it was requested occur.

The release of the authorized amount typically takes 24 hours. However, this timeframe may vary depending on your bank (48 hours to 7 days).

10. Complaints

Any complaint regarding the non-fulfilment or inadequate fulfilment of hotel services should be brought to the attention of the B&B HOTELS Customer Service Department through our contact form, which is available here within seven (7) days of departure from the hotel in order to facilitate its handling.

In this respect, please note that certain hotels are run by companies that are legally independent of B&B HOTELS, to which they are bound through a franchise agreement, and are therefore solely responsible for any potential compensation to the customer. On this basis, any complaints from a customer regarding an independent company will be passed on to the company in question by B&B HOTELS within seventy-two (72) working hours.

B&B HOTELS and its hotels are insured by insurance companies that are deemed to be professionally reputable. You should notify the hotel of any issues during your stay in order to limit any potential prejudice.

11. Proof and archiving

All contracts entered into with the customer involving an amount greater than €120 incl. VAT will be archived by B&B HOTELS for a period of ten (10) years, in accordance with Article L.213-1 of the French Consumer Code.

B&B HOTELS guarantees the customer access to this contract at any time, if requested.

12. Liability

B&B HOTELS cannot be held liable for any non-fulfilment or the inadequate fulfilment of a reservation in the event of force majeure or an event caused by a third party, the customer (in particular when making the reservation), a faulty Internet connection or in the event that the payment card owner's bank refuses to authorise the payment.

B&B HOTELS does not control the websites that are directly or indirectly linked to the Website. B&B HOTELS cannot be held liable for any information published on these websites. Links to third-party websites are for information purposes only and no guarantees are provided regarding their content.

13. Staying at the hotel

Unless expressly stated otherwise, reserved rooms can be used from 2.00 p.m. on the first day of the reservation until 12.00 p.m. on the final day of the reservation.

Animals are only accepted in B&B hotels that state in their specific service provisions

that animals are accepted and only in strict compliance with the relevant rules. This service is subject to an additional charge, which is expressly indicated at the pre-contractual stage. The owner of the animal will be held directly liable for any damage or inconvenience caused by the animal to the hotel, third parties, employees or other customers at the hotel. The cost of any damage incurred during the stay may be charged to the customer.

Assistance dogs for blind or deaf people and similar assistance dogs accompanying disabled people are welcome in our hotels at no extra charge. These dogs are allowed in all public areas of our establishments, including restaurants. They are not required to wear a muzzle and no hygiene rules can justify refusing them access. The owner of the guide dog undertakes to ensure that the animal remains under constant control, does not disrupt the smooth running of the establishment and does not cause any nuisance to other guests.

In accordance with Article R. 814-1 of the French Code of Entry and Residence of Foreign Nationals and the Right to Asylum, the customer may be asked to fill in an individual police form when checking in to the hotel. Within this context, the customer must present proof of identity to the hotel so that it can verify whether or not this form must be completed.

The customer accepts and undertakes to use the room with due care, in accordance with its designated purpose. Any behaviour contrary to common decency and public order will result in the hotel management requesting that the customer leaves the establishment, without any compensation or issuing a refund (if a payment has already been made).

For obvious security reasons and for your own comfort, it is strictly forbidden to smoke, vape or to use nitrous oxide or any substance of the same type on any part of the hotel grounds, in particular in the bedrooms, including by the window, as well as to inhibit, tamper with or damage the smoke alarms. In the event of the violation of this rule, the customer will be charged a fixed-rate penalty amounting to €80 to cover the costs for refurbishing the room and any potential costs to repair the smoke alarms. B&B HOTELS also reserves the right to request compensation for any losses caused by any resulting damage.

In the event of theft of equipment and amenities (towels, bedding, etc.) or proven damage to the hotel room, a flat-rate compensation fee—which may amount to the full amount of the pre-authorization referred to in Article 9—will be charged to your bank account. This compensation is intended to cover the costs of replacing stolen equipment and amenities and restoring the room to its original condition; B&B HOTELS reserves the right to seek full compensation for any damages incurred

B&B hotels provide free Wi-Fi access whose terms of use are specified in the WiFi Charter in France.

B&B Hotels wants to offer its guests the best possible experience, from booking to departure, and therefore offers the “Refund & Invitation” guarantee.

The “Refund & Invitation” guarantee is a customer service designed to find a solution in the event of a proven malfunction in the guest's room or at the breakfast buffet during their stay. The customer must report this malfunction immediately to the hotel

reception.

In the event of a proven malfunction during the stay and if no solution can be offered by the hotel staff on site, the customer can make a claim under the “Refund & Invitation” guarantee for the first night of their stay. This request will result in a refund for the service in question.

In addition to this refund, B&B HOTELS will offer the customer a free invitation for the service that was affected by the malfunction, to be used during a future stay. Only any optional expenses will remain the responsibility of the customer.

The “Refund & Invitation” guarantee is applicable in most B&B HOTELS in France, with the exception of specifically excluded establishments. The list of hotels not eligible for this guarantee is available on the dedicated web page.

14. Relocation and force majeure

In the event that the reserved hotel is not available, either for reasons attributable to the hotel or in the event of force majeure, the hotel reserves the right to relocate all or some of the customers to a hotel of an equivalent rating for similar services. Any extra costs (due to the difference in rates between rooms) will be covered by the hotel initially reserved by the customer.

B&B HOTELS cannot be held liable for the non-fulfilment of its obligations as a result of a force majeure event.

With regard to the contract, a force majeure event is one that is beyond the control of the service provider, one that could not have been reasonably foreseen upon entering into the contract and one that the effects of which cannot be avoided through appropriate measures that ultimately prevents the fulfilment of the obligation by the service provider.

If the hindrance is temporary, fulfilment of the obligation is suspended unless the resulting delay justifies the termination of the contract. If the hindrance is definitive, the contract is fully terminated and the parties are liberated from their obligations under the Terms and Conditions as defined in Articles 1351 and 1351-1 of the French Civil Code.

If a force majeure event occurs, B&B HOTELS will endeavour to inform the customer as soon as possible.

15. Privacy and personal data

When customers use the B&B HOTELS Website or mobile apps, in particular when making a reservation, B&B HOTELS processes their personal data. All relevant information is provided in the « Privacy Policy ».

16. Validity of the General Terms and Conditions of Sale

Any changes to the legislation or regulations in force, as well as any decisions by the competent courts, that invalidate one or several of the clauses in these General Terms and Conditions of Sale will not affect their validity in its entirety. Such modifications or

decisions do not in any way authorise the customer to disregard these General Terms and Conditions of Sale.

17. Settlement of disputes

Without prejudice to the applicable procedural regulations and in accordance with Article L.616-1 of the French Consumer Code, B&B HOTELS will share the details of the competent mediator with the consumer. If necessary, the consumer can contact MTV - MEDIATION TOURISME ET VOYAGE (the French travel and tourism mediator).

After contacting the B&B HOTELS Customer Service department to attempt an amicable resolution and in the absence of a satisfactory response or the absence of any response within sixty (60) days of the complaint being made, the customer may contact the French travel and tourism mediator, whose contact details are as follows:

> Referral postal address: MTV Médiation Tourisme et Voyage, BP 80303 – 75823 PARIS CEDEX 17, France
> Email : info@mtv.travel
> Information : http://www.mtv.travel

The French travel and tourism mediator must be contacted within twelve (12) months of your first complaint.

If you would like information on the various options available to you in the event of a

dispute, the European Commission provides a consumer assistance service, which can be accessed via the following link : https://consumer-redress.ec.europa.eu/index_fr.

18. Competent courts and applicable law

These general terms and conditions and any relations between the customer and B&B HOTELS are subject to French law, with regard to the hotels located in France, subject to a mandatory protective provision.

In the event of a dispute, only the French courts are deemed competent.

In accordance with the provisions in Article 16, before any referral to an arbitrator or state court, we recommend that the customer contacts the B&B HOTELS Customer Service department and, if necessary, carries out a discretionary mediation procedure.

As mediation is not obligatory, the customer and B&B HOTELS can withdraw from the procedure at any time.

In the event that mediation fails or is not considered, a dispute that may have resulted in mediation will be referred to the competent courts.

19. Changes to the General Terms and Conditions of Sale

These General Terms and Conditions of Sale are applicable from the date of their last update and for the entire duration of the online availability of the services of B&B

HOTELS for reservations of a maximum of ten (10) rooms.

They may be modified or augmented at any time. For this reason, we recommend that you consult them regularly.

The applicable General Terms and Conditions of Sale are those in force at the time that the reservation is made.

Any modifications made to the General Terms and Conditions of Sale will not apply to reservations that have already be made on the Website.

General Terms and Conditions of Sale updated on July 21th, 2026.