



## HOTEL GENERAL TERMS AND CONDITIONS FRANCE

### ENJOY THE MOMENT, LIVE NOW, BE HAPPY AND SMILE

At TSH France we meet so many different people from around the world and we try our best to be happy all the time. We would appreciate it if you also spend a moment to focus on the now, enjoy the moment and be happy. Hopefully this will not only lead to a happier (student) hotel, but to a more peaceful and smiley world. Enjoy your time at TSH France!

### WE OFFER

<b>TYPE OF BOOKING</b>	
<b>HOTEL STAY</b>	A HOTEL BOOKING AVAILABLE FOR 1 NIGHT UP TO 13 NIGHTS.
<b>HOTEL EXTENDED STAY</b>	A HOTEL BOOKING AVAILABLE BETWEEN 14 NIGHTS AND 8 MONTHS.
<b>GROUP BOOKING*</b>  *A Group Booking can only be made through the reservations department of TSH France (e.g. by telephone or email). TSH France will provide the Contracting Party with a Group Booking agreement reflecting the Booking Details of that Group Booking (the Group Booking Agreement). Upon receipt of a copy of the Group Booking Agreement signed by the Contracting Party, TSH France will confirm the Group Booking by email (or other written confirmation).	<ul style="list-style-type: none"><li>• A HOTEL STAY CONCERNING TEN (10) OR MORE ROOMS</li><li>• A HOTEL EXTENDED STAY CONCERNING FIVE (5) OR MORE ROOMS</li></ul>



## KEY (PAYMENT/CANCELLATION/MODIFICATION) INFORMATION

<b>Payment procedure</b> ("How/when should I pay for my Hotel Booking?")	<ul style="list-style-type: none"><li>• Hotel Stay (including Hotel Stay Group Booking) (A.2)</li><li>• Hotel Extended Stay (including Hotel Extended Stay Group Booking) (B.2)</li></ul> <p><i>Click on each type of booking for details</i></p>
<b>Cancellation/modification procedure</b> ("How can I cancel/modify my Hotel Booking?")	<ul style="list-style-type: none"><li>• Hotel Stay (including Hotel Stay Group Booking) (A.3)</li><li>• Hotel Extended Stay (including Hotel Extended Stay Group Booking) (B.3)</li></ul> <p><i>Click on each type of booking for details</i></p>

## CONTENT

These Terms and Conditions are divided into two sections: (i) the General Clauses, which apply to any booking made at TSH France; and (ii) the Specific Clauses, which apply depending on the kind of booking made.

### Section 1: General Clauses

1. Definitions
2. Applicability and change of terms and conditions
3. Check-In / Check-Out Time
4. House Rules
5. Maximum length of stay (8 months)
6. Overbooking
7. Cancellation/modification and termination rights (prior to and after Check-In)
8. Liability of the contracting party and the guest
9. Limitation of liability
10. Complaints
11. Force majeure (only applicable to TSH)
12. Found property
13. Change, use and letting of rooms
14. Entering rooms
15. TSH Bike



- 16. Data processing
- 17. Applicable law and venue
- 18. Severance
- 19. Consumer ombudsman
- 20. Bloctel
- 21. Credit card payment & identification

## **Section 2: Specific Clauses for each type of booking**

- A) Hotel Stay
- B) Hotel Extended Stay

## **Section 1: General Clauses**

This Section 1 includes all general Clauses of these Terms and Conditions, which are applicable to all type of bookings.

### **1. DEFINITIONS**

1.1. In this document the following capitalized terms shall have the meaning as described below:

- Booking Details:** The details of the relevant Hotel Booking, amongst others, specifying the type of booking (e.g., Hotel Stay, Hotel Extended Stay, Group Booking), the Location, the Check-In Date and the Check-Out Date, the room type, the room rate (including VAT and excluding any City Tax, unless indicated otherwise during the Hotel Booking process) and the details of the Contracting Party and Guest(s).
- Check-In Date:** The date of arrival and check-in by the Guest as agreed pursuant to the Hotel Booking.
- Check-In Time** The check-in time is, in accordance with Clause 3, at three (3:00) p.m. local time at the Location on the Check-In Date.
- Check-Out Date:** The date of departure and check-out by the Guest as agreed pursuant to the Hotel Booking.
- Check-Out Time** The check-out time is, in accordance with Clause 3, before twelve (12:00) p.m. (noon) local time at the Location on the Check-Out Date.



<b>City Tax</b>	The city tax that is charged to Guests who are not a resident of the city where the Hotel is located, all in accordance with the applicable city tax decree.
<b>Clause:</b>	A clause in these Terms and Conditions.
<b>Contracting Party:</b>	<p>The person or legal entity that enters into the Hotel Agreement with TSH France.</p> <p>The Contracting Party shall also be understood as the party that according to these Terms and Conditions entered any separate contract between that party and TSH France, or pursuant to French law, is legally and financially liable for a Guest and will undertake all the obligations towards TSH France pursuant to or arising from the Hotel Agreement.</p>
<b>Group Booking:</b>	<ul style="list-style-type: none"><li>• A Hotel Stay concerning ten (10) or more rooms (see the Hotel Group Booking specific terms in Section A, the Hotel Stay terms).</li><li>• A Hotel Extended Stay concerning five (5) or more rooms (see the Hotel Group Booking specific terms in Section B, the Hotel Extended Stay terms).</li></ul>
<b>Guest:</b>	The person who enjoys the use of the hotel services provided by TSH France and/or its affiliates in connection with the Hotel Agreement. He/she will be the same person as the Contracting Party, except when the Hotel Booking is made by a third party (person or legal entity) on behalf or for the benefit of the relevant guest.
<b>Hotel:</b>	The operating hotel depending on and determined by the selected location in the Hotel Booking process.
<b>Hotel Agreement:</b>	The agreement regarding hotel services concluded between TSH France and the Contracting Party pursuant to the Hotel Booking.
<b>Hotel Booking:</b>	A booking made by the Contracting Party in accordance with the booking process for each type of booking (Section 2) to make use of the hotel services provided by TSH France.
<b>Hotel Fee:</b>	The fee to be paid by the Contracting Party to TSH France for the hotel services rendered pursuant the Hotel Agreement, including VAT and excluding any City Tax.



<b>Hotel Extended Stay:</b>	A Hotel Booking that is available between fourteen (14) nights and eight (8) months.
<b>Hotel Stay:</b>	A Hotel Booking that is available for one (1) night up to thirteen (13) nights.
<b>House Rules:</b>	House rules as referred to in Clause 4 and available on the Website.
<b>Location</b>	The location of the Hotel.
<b>Terms and Conditions:</b>	These Hotel General Terms and Conditions.
<b>TSH Bike:</b>	The TSH bike sharing system available for all Guests in accordance with Clause 16.
<b>TSH France:</b>	The French TSH entity that enters into the Hotel Agreement, determined by the location selected in the booking process.
<b>Website/s:</b>	TSH official website <a href="https://www.thesocialhub.co">https://www.thesocialhub.co</a> and any other travel agencies websites authorized by TSH to make a booking.

## 2. APPLICABILITY AND CHANGE OF THE TERMS AND CONDITIONS

2.1. These Terms and Conditions apply to all Hotel Agreements entered into between the Contracting Party and TSH France. In the event of a conflict with the provisions of the Hotel Agreement, the provisions of the Hotel Agreement shall prevail but only to the extent of the conflict.

2.2. The Contracting Party (i) undertakes to fulfill and comply with the Hotel Agreement, Terms and Conditions and the House Rules and (ii) ensures that each Guest fully adheres to the Hotel Agreement, Terms and Conditions and the House Rules. The Contracting Party, whenever different from the Guest, is also aware that it shall remain responsible and liable for any breaches of the Hotel Agreement, Terms and Conditions and House Rules by the Guest and anyone accompanying the Guest as it would be for own breaches, unless otherwise agreed with TSH France.

2.3. TSH France may change, modify or revoke any provision of the Hotel Agreement and these Terms and Conditions, in which case it informs the Contracting Party of such an amendment. Changes will become binding vis-à-vis the Contracting Party after being notified to the Contracting Party.



2.4. The latest version of the Terms and Conditions is always available on the Website ([www.thesocialhub.co/terms-and-conditions](http://www.thesocialhub.co/terms-and-conditions)).

### 3. CHECK-IN / CHECK-OUT TIME

3.1. Unless agreed otherwise by e-mail through [reservations@thesocialhub.co](mailto:reservations@thesocialhub.co)

3.1.1. TSH France will make the room available to the Guest on the Check-In Date at the Check-In Time (three (3:00) p.m. local time at the Location).

3.1.2. the Guest must check out on the Check-Out-Date at the Check-Out Time (before twelve (12:00) p.m. (noon) local time at the Location).

3.2. In case the Guest checks-out after the Check-Out Time, the Contracting Party is obliged to pay a fee for an extra night for the room at the then applicable rate for that room.

### 4. HOUSE RULES

4.1. TSH France has a set of House Rules to preserve order, peace and quietness in the Hotel. The House Rules apply to the Hotel Agreement to the extent that they do not conflict with the provisions of the Hotel Agreement. In the event of a conflict, the provisions of the Hotel Agreement shall prevail but only to the extent of the conflict. The House Rules can be requested at the reception of the Hotel and can be seen and downloaded from the Website (<https://www.thesocialhub.co/terms-conditions/>).

4.2. If the Guest or someone accompanying a Guest violates the House Rules or acts in such a way that the order, peace and quietness or normal operation of TSH France are jeopardized, TSH France will set a reasonable deadline to remedy the situation or send the Guest a warning. If the Guest or someone accompanying a Guest continues to violate the House Rules after the set deadline or warning, TSH France has the right to immediately cancel the Hotel Agreement extraordinarily without any further notice, and the Guest and anyone accompanying the Guest must leave the Hotel upon first request. To the extent permitted by law, if TSH France is of the opinion that the violation is so serious or of such a nature that a deadline or warning would be pointless, TSH France will be entitled to cancel the Hotel Agreement immediately without warning. In case of termination based on this Clause 4.2, the payment obligation for the Contracting Party towards TSH France in relation to the Hotel Booking will continue unabridged for the remaining contract period.

4.3. TSH France may change at any time, and at its sole discretion, the House Rules in which case it informs the Contracting Party of such an amendment. Changes will become binding vis-à-vis the Contracting Party within a



reasonable period of time after being notified to the Contracting Party. Any such amendment will further be made available at <https://www.thesocialhub.co/terms-conditions/> and can be requested at the reception of the Hotel. The Contracting Party ensures that each Guest is informed of such amendment.

## 5. MAXIMUM LENGTH OF STAY (8 MONTHS)

TSH France does not offer permanent accommodation. TSH France offers a maximum length of stay of eight (8) months (continuous or accumulative). This means that a Guest is not allowed to stay in the same Hotel for longer than eight (8) months. Only after the expiry of a period of eight (8) months following the Check-Out Date, the Guest is allowed to stay at the same Hotel again for eight (8) months (continuous or accumulative). In case a Guest intentionally stays in a Hotel longer than eight (8) months (for example, through fraud or deceit by the Guest), the Contracting Party shall be liable for all damages incurred by TSH France as a result thereof.

*Example 1: A Guest that books a stay in a Hotel for eight (8) months cannot additionally book a stay of three (3) nights prior or after the stay period in that same Hotel, since this will exceed the maximum length of stay of eight (8) months. The Guest can stay in another Hotel.*

*Example 2: A Guest that stayed in a Hotel for eight (8) months cannot four (4) months later book a stay for another eight (8) months in that same Hotel. The Guest can stay in another Hotel.*

## 6. AGE REQUIREMENTS

6.1 When completing a Hotel Booking or a Hotel Extended Stay Booking, the Guest must be 18 years or older at the Check-In Date. Guest under the age of 18 may stay at the hotel only if accompanied by a parent or legal guardian. TSH France reserves the right to cancel any reservation made by a Guest failing to meet the specified age requirement. In such instances, any payments made will be subject to refund according to our cancellation policy.

6.2 When completing a Hotel Student Stay Booking, the Guest must be 18 years or older at the Check-In Date. If a Guest is 17 years old at the Check-In Date, they must provide a Consent and Responsibility notice (accessible here: [https://www.thesocialhub.co/492401/globalassets/legal\\_documents/generic/terms\\_and\\_conditions/minors-permission-form.docx](https://www.thesocialhub.co/492401/globalassets/legal_documents/generic/terms_and_conditions/minors-permission-form.docx)) signed by a parent or legal guardian, or their Hotel Student Stay Booking will be cancelled in accordance with our cancellation policy.

6.3 When completing a Hotel/Extended/Semester Stay Group Booking, the Guest must be 18 years or older at the Check-In Date. Guests who are 17 years old at Check-In Date may only stay unsupervised if they have written permission from a parent or legal guardian. It is the Contracting Party's responsibility to ensure that the proper written consent has been obtained from the Guest's parent or legal guardian. Guests between 14 and 17 years old may only stay at TSH France when accompanied by a legal guardian, who must provide a Responsibility Notice, as provided by TSH France. Guests younger than 14 are not allowed to stay at TSH France.



6.4 By completing a Hotel/Extended/Semester Stay Group Booking, the Contracting Party confirms that they meet the age requirement and agrees to provide identification if asked for age verification. Non-compliance may lead to cancellation of the reservation by TSH France without reimbursement.

## 7. OVERBOOKING

In case of an overbooking, TSH France shall be entitled to offer the Contracting Party an alternative hotel accommodation of at a minimum comparable quality to the accommodation to be offered pursuant to the Hotel Agreement. If the Contracting Party does not accept the offer, the Contracting Party will be entitled to cancel the Hotel Agreement with immediate effect. In this event TSH France shall not be liable for any form of damages.

## 8. CANCELLATION, MODIFICATION AND TERMINATION (PRIOR TO AND AFTER CHECK-IN)

8.1. In accordance with Article L. 221-28 paragraph 12 of the French Consumer Code, the right of withdrawal provided by Article L. 221-18 of the same code is not applicable to contracts relating to accommodation services to be supplied on a specific date or for a specific period. To that extent, the Contracting Party acknowledges that she/he does not have any right of withdrawal in relation to this Hotel Agreement.

8.2. Prior to and after the Check-In Date, the Contracting Party has the right to cancel or modify the Hotel Booking in accordance with the applicable cancellation or modification procedure:

8.2.1. Hotel Stay (including Hotel Stay Group Booking) (Clause A.3)

8.2.2. Hotel Extended Stay (including Hotel Extended Stay Group Booking) (Clause B.3)

8.3. Termination for cause in accordance with statutory provisions remains unaffected.

8.4. TSH France has the right to cancel the Hotel Booking towards the Contracting Party in case of a violation under the Hotel Agreement, not remedied within a reasonable time period granted to do so in the warning sent to the Contracting Party. In case of termination based on this Clause 8.4, the payment obligation for the Contracting Party towards TSH France in relation to the Hotel Booking will continue unabridged for the remaining contract period.

## 9. LIABILITY OF THE CONTRACTING PARTY AND THE GUEST

9.1. The Contracting Party is liable towards TSH France for all damages, costs, losses or other harm that has been and/or will be incurred by TSH France, any affiliate of TSH France and/or any third party as the direct or indirect consequence of (i) any breach by the Contracting Party or the Guest of the Hotel Agreement, these Terms and





Conditions or the House Rules or (ii) any misconduct or behavior of the Guest (if different from the Contracting Party) or anyone accompanying the Guest.

9.2. TSH France may file an official report with the local police in case of misconduct, criminal acts or violations of the House Rules by the Contracting Party or the Guest.

## 10. LIMITATION OF LIABILITY

10.1. TSH France is not liable for any damages, costs, losses, or other harm suffered by the Contracting Party who/which has entered into the Hotel Agreement as a professional within the meaning of the introductory article (“article liminaire”) of the French Consumer Code.

10.2. In case the Contracting Party who/which has entered into the Hotel Agreement as a professional is insured or could have been insured against any damages, costs, losses, or other harm it has incurred following or in connection with the Hotel Agreement or Hotel Booking, TSH France is not liable for such damages, costs, losses, or other harm.

10.3. In case the Contracting Party who/which has entered into the Hotel Agreement as a professional incurs any damages, losses or other harm following or in connection with a culpable failure on the part of a third party (service) provider engaged by TSH France (for example, a security or cleaning company), TSH France’s aggregate liability is limited to the compensation it receives from the relevant third party for such damages, costs, losses, or other harms.

10.4. In case TSH France is found to be liable, TSH France’s aggregate liability towards the Contracting Party who/which has entered into the Hotel Agreement as a professional will never exceed the lower of (i) the value of the Hotel Agreement or (ii) the amount actually paid out under TSH France’s insurance coverage in respect of the damages incurred by the Contracting Party and/or Guest.

10.5. Articles 10.1 to 10.4 are not enforceable against the Host and the Contracting Party which/who entered into the Hotel Agreement as a consumer or non-professional within the meaning of the French Consumer Code.

10.6. In case property (for example luggage, delivered packages, mail or personal items) of the Contracting Party and/or Guest is damaged, lost or stolen, within the Hotel during a Hotel Stay, and where the property and belongings were not placed in custody, TSH France’s liability is limited to the equivalent of hundred (100) times the daily hotel room fee. This limitation does not apply when the Contracting Party and/or Guest proves that the loss or damage it incurred is the result of a fault on the part of TSH France or a person or third-party for whom TSH France is responsible. TSH France is not liable for damages or loss of property due to an Force Majeure Event (defined below).

10.7. Without prejudice to any of the foregoing, in case the Contracting Party and/or Guest placed a good in custody for exchange of fee at TSH France (for example a wallet at the reception for €1), TSH France liability is not limited.



TSH France will not be liable for the contents (for example the contents, such as money, of a wallet), unless agreed in writing otherwise.

10.8. The provision of this Clause 10 are without prejudice to any rights of the Contracting Party and/or Guests under mandatory laws that cannot be deviated from. TSH France does not (intend to) exclude or limit any liability that cannot be excluded or limited under the applicable laws.

10.9. For the purposes of this Clause 10, any reference to TSH France includes a reference to all of TSH France's affiliates and its and such affiliates' employees, officers, directors, agents, and direct and indirect shareholders.

## 11. COMPLAINTS

11.1. The Contracting Party and/or Guest must submit any complaints regarding an (alleged) failure of TSH France in the performance of the Hotel Agreement immediately after discovering such failure. Complaints must be submitted by email to [complaints@thesocialhub.co](mailto:complaints@thesocialhub.co).

## 12. FORCE MAJEURE

12.1. This Clause 12 relates to a Force Majeure (as defined below) that can be invoked by a Contracting Party and/or Guest and by TSH France.

12.2. The term force majeure includes, but is not limited to unforeseen events, wars, fires, explosions, accidents, floods, (IT) sabotage, (labour) strikes, lock-outs, compliance with laws, rules, regulations or resolutions, or total failure of machinery, apparatus or processes or any other cause whether or not stated above which make the performance of the Hotel Agreement reasonably impossible or unreasonably onerous for the Parties (each a **Force Majeure Event**).

12.3. In case of a Force Majeure Event, either Party is entitled to suspend performance or terminate the Hotel Agreement.

12.4. Neither Party is liable for any (delay) costs, losses, expenses, damages in any way incurred by the other Party and/or Guest due to a Force Majeure Event, unless the Party invoking the Force Majeure Event has culpably caused the relevant Force Majeure Event.

## 13. FOUND PROPERTY

13.1. All found property or goods must be handed over to the reception desk of the Hotel.



13.2. After the Check-Out Date of a Guest, any personal belongings left in the room or any other area of the Hotel will not be kept and will be discarded or destroyed, unless by its appearance and/or value it is clear to anyone that it must be a lost item. In that case, TSH France will store the item for a maximum of three (3) months, if reasonably possible. Where reasonably possible, TSH France shall inform the Contracting Party about the lost item and will request if and how it will be retrieved by the Contracting Party.

13.3. The Contracting Party may request TSH France to send such item(s) to the Contracting Party. TSH is not obliged to adhere to such request, but if it does, the Contracting Party shall bear the risk and costs of the shipping of such item. TSH France may request the Contracting Party to pay these costs in advance. Lost items will not be returned in case of any outstanding fees.

## 14. CHANGE, USE AND LETTING OF ROOMS

14.1. TSH France is at all times entitled to transfer a Guest to a different room of a similar type for operational reasons.

14.2. Only the Guest(s) is/are permitted to make use of the relevant hotel room.

14.3. The Contracting Party and/or Guest is prohibited to let or otherwise grant others the right to use any room in the Hotel (including via Airbnb, Wimdu, etc.). In case of a breach of this Clause 14.3: (i) the Contracting Party will forfeit an immediately due and payable penalty of EUR 500 per day, without prejudice to TSH France's right to claim damages. TSH France is further (ii) entitled to extraordinarily cancel the Hotel Agreement immediately by notice in writing. In such case, the payment obligation for the Hotel Agreement will continue unabridged for the remaining contract period.

## 15. ENTERING ROOMS AND VACANCY

15.1. TSH France's personnel may enter the room for cleaning purposes while the Guest is not present, unless agreed in writing otherwise.

15.2. The Contracting Party must inform or procure that the Guest informs TSH France of any period during which a room will stay vacant for a period of five (5) days or more. In case a room stays vacant for a longer period, TSH France needs to be able to enter a room (amongst others for legal reasons, such as health related regulations). The Contracting Party hereby agrees (where necessary, on behalf of the Guest) that TSH France may enter the room in such situations, without the Guest being present or prior notice.



15.3. In addition to Clauses 15.1 and 15.2, TSH France's staff, upon reasonable prior notice to the Guest, has the right to enter the room of a Guest in their presence for maintenance, security, and other legitimate reasons, including reasonable inspections.

15.4. In case of imminent danger or order from public authorities, TSH France always has the right to enter a room without the Guest being present or prior notice.

## 16. TSH BIKE

16.1. For Hotel Extended Stay Guests of the Hotel with Location in Toulouse use of the TSH Bike sharing system is included in the Hotel Fee.

16.2. For all Hotel Stay Guests of the Hotel with Location in Toulouse the TSH Bike sharing system is available against an additional payment, unless agreed in writing otherwise.

16.3. The use of TSH Bikes is subject to availability and acceptance of the TSH Bike sharing system's terms of use.

## 17. DATA PROCESSING

17.1. The Contracting Party acknowledges that when making a Hotel Booking, TSH (in the capacity of a data controller) must process personal data.

17.2. The Contracting Party shall ensure all Guests have read and understood the TSH privacy statement by referring Guests to the TSH privacy statement before sharing any personal data. The TSH privacy statement is accessible at: <https://www.thesocialhub.co/privacy-policy/>.

## 18. APPLICABLE LAW AND VENUE

18.1. The Hotel Agreement, these Terms and Conditions, the House Rules as well as any additional agreement(s) entered into between TSH France and the Contracting Party regarding the performance of hotel services shall be governed by the laws of France, without prejudice to any rights the Contracting Party have under applicable mandatory laws.

18.2. In accordance with applicable law, any dispute arising out of or relating to this Hotel Agreement shall be submitted to the courts having material and territorial jurisdiction. In accordance with Article R.631-3 of the French Consumer Code, the Contracting Party may refer the matter to either one of the courts with territorial jurisdiction under the French Code of Civil Procedure, or the court of the place where the Contracting Party resided at the time of the conclusion of the Hotel Agreement (or in the event that the Contracting Party is a legal entity, the court in the place of



its registered business address) or the court of the place where the Contracting Party resided at the time of the event giving rise to the damage.

## 19. SEVERANCE

19.1. If any part of these Terms and Conditions is found to be illegal, invalid or unenforceable by any court with competent jurisdiction such illegality, invalidity or unenforceability shall not affect the other provisions of these Terms and Conditions, and such other provisions shall remain in full force and effect and not be affected in any other jurisdiction. TSH France shall replace the invalid or non-binding part by one or more provisions that are valid and binding and the effect of which, given the contents and purpose of these Terms and Conditions, shall be, to the greatest extent possible, similar to that of the invalid or non-binding part.

## 20. DISPUTE RESOLUTION

20.1. In the event of a dispute or claim, the Contracting Party shall contact TSH France in order to find an amicable solution. You can find TSH France contact details [here](#).

20.2. After attempting to resolve the dispute amicably with TSH France, any dispute relating to Hotel Agreement may be referred to a mediator, subject to compliance with the conditions of admissibility. The Contracting Party shall not incur any costs when referring to a mediator. In accordance with the provisions of the Code of consumption concerning the amicable settlement of the litigations, TSH France adheres to the service of the mediator of the CMAP (Centre de médiation et d'arbitrage de Paris) whose contact details are the following ones: 39 avenue Franklin D.Roosevelt 75008 Paris. Information on how to refer your case to the mediator and the conditions of admissibility are available at the following link: [www.cmap.fr](http://www.cmap.fr)

20.3. TSH France informs the Contracting Party of the existence of a European Online Dispute Resolution platform designed to collect any consumer complaints in order to forward them to the competent national mediators. The platform can be accessed via the following link: <http://ec.europa.eu/consumers/odr/>.

## 21. BLOCTEL

21.1. "In accordance with article L.223-1 of the French Consumer Code, if you do not wish to be subject to telephone prospecting, you can at any time register free of charge on the list of people opposed to telephone prospecting ('**Bloctel List**').

21.2. - For more information: <http://www.bloctel.gouv.fr/>



21.3. - To register: <https://conso.bloctel.fr/>

## 22. CREDIT CARD PAYMENT & IDENTIFICATION

22.1. Upon check-in on the Check-In Date, the Guest must present the credit card used to make the Hotel Booking. If the Guest is unable to present the physical credit card or the name on the credit card does not match the name on the identification document presented by the Guest, TSH France is entitled to cancel the Hotel Booking at its sole discretion, in which event any prepayment shall be forfeited by the Contracting Party.

22.2. In the event of a chargeback with respect to the Hotel Booking at any moment in time, the Guest and the Contracting Party are obliged to cooperate fully with the investigation of TSH France and any other involved third party on the matter. The Guest and the Contracting Party shall in this regard in any event provide additional documentation or information upon first request of TSH France.

22.3. The Contracting Party and the Guest acknowledge that any fraudulent activity, including but not limited to unauthorized bookings or invalid chargebacks, may result in the Guest and the Contracting Party being added to the internal blacklist of The Social Hub for an indefinite period of time. This will have the consequences that the Contracting Party and the Guest are no longer allowed to make a reservation at any hotel of The Social Hub.



## **SECTION 2: SPECIFIC CLAUSES FOR EACH TYPE OF BOOKING**

This section 2 includes the specific Clauses of these Terms and Conditions applicable for each type of booking, unless agreed otherwise in the Hotel Agreement between Contracting Party and TSH France.

### **A) HOTEL STAY**

#### **A.1 BOOKING PROCESS**

A Hotel Booking for a Hotel Stay, can be made online on the available Websites or directly with the reservations department of TSH France (e.g., by telephone or email). The Hotel Agreement is concluded by Contracting Party's acceptance of TSH France's offer, regardless of whether TSH makes this offer through a Website or via email, telephone or any other means of communication. In case of an oral agreement between TSH France and the Contracting Party, such as a booking via telephone, TSH France will provide the Contracting Party with a written confirmation (which includes by email).

#### **A.2 PAYMENT PROCEDURE**

<b>1. Refundable Hotel Stay</b>	The Hotel Fee shall be paid at the latest at midnight (12 a.m.) on the Check-In Date, unless agreed in writing otherwise.
<b>2. Non-refundable Hotel Stay</b>	The entire amount of the Hotel Fee shall be paid at the moment of booking the Hotel Stay.
<b>3. City Tax</b>	Charged subject to the local municipality rules applicable to the Hotel.  The Contracting Party will pay the relevant City Tax for all Guests at the moment of check-in or at the moment of booking, depending on the booking conditions.
<b>4. Failure of payment in time</b>	The Contracting Party will be subject to all related extrajudicial and pre-litigation costs, as well as all court costs, in accordance with applicable local rules.



5.	<b>No fulfillment of (payment) obligation by Contracting Party</b>	TSH France has the right to retain any goods that the Guest keeps in the Hotel.
6.	<b>Commission costs</b>	<p>Commission costs incurred via online payments or other third-party bookers (for example, travel agencies) are not covered by TSH.</p> <p>TSH will not apply additional transaction charges for payments made by the Contracting Party or the Guest in the Hotel (at check-in, at check-out or during the stay).</p> <p><i>Note that credit card companies may apply separate charges/commission costs to the cardholder, for example in respect of foreign exchanges.</i></p>
7.	<b>Payments</b>	In Euros.
8.	<b>Payment options</b>	To the extent permitted by law, TSH France reserves the right to refuse payment by bank cheque, cash above EUR 1.000 cash or other means of payment, or to attach conditions to their acceptance.
9.	<b>Hotel Stay Group Booking</b>	<p>In case of a Group Booking for Hotel Stay, numbers 1. and 2. of this Clause A.2 will not apply and instead the payment procedure as set out in the Group Booking Agreement applies.</p> <p>The remaining numbers of this Clause A.2 (numbers 3. – 8.) remain applicable.</p>

### A.3 CANCELLATION/MODIFICATION PROCEDURE

1.	<b>Refundable Hotel Booking</b>	<p>The following cancellation terms apply:</p> <ul style="list-style-type: none"> <li>- <b>1 day or more before Check-In Date</b> – The Contracting Party is entitled to cancel the Hotel Booking until three (3:00) p.m. local time on the day before the Check-In Date, without any charge. Any</li> </ul>
----	---------------------------------	--





		<p>amount already paid will be refunded to the Contracting Party.</p> <ul style="list-style-type: none"> <li>- <b>1 day or less before Check-In Date and after Check-In Date ('early leave')</b> – From three (3:00) p.m. local time on the day before the Check-In Date, the Contracting Party's cancellation will not result in any refund and any unpaid Hotel Fees remain payable in full.</li> </ul> <p>The following modification terms apply:</p> <ul style="list-style-type: none"> <li>- <b>1 day or more before Check-In Date</b> – The Contracting Party is entitled to modify the Hotel Booking until three (3:00) p.m. local time on the day before the Check-In Date, depending on the modification a refund or surcharge will apply.</li> <li>- <b>1 day or less before Check-In Date and after Check-In Date ('early leave')</b>- From three (3:00) p.m. local time on the day before the Check-In Date, the Contracting Party's modification to shorten or downgrade the stay, will not result in any refund and any unpaid Hotel Fees remain payable in full. The Contracting Party's modification to lengthen or upgrade the stay is subject to availability and a surcharge may apply.</li> </ul> <p>Any cancellation or modification must be sent by written declaration to TSH France (an email to <a href="mailto:reservations@thesocialhub.co">reservations@thesocialhub.co</a> will be sufficient) or the relevant travel agency.</p>
<p><b>2.</b></p>	<p><b>Non-refundable Hotel Booking</b></p>	<p>Cancellation or modification of the Hotel Booking by the Contracting Party will not result in any refund and any unpaid Hotel Fees remain payable in full.</p> <p>The Contracting Party must cancel or modify the Hotel booking by written declaration to TSH France (an email to</p>



		reservations@thesocialhub.co will be sufficient) or the relevant travel agency.
<b>3.</b>	<b>Hotel Stay Group Booking</b>	In case of a Hotel Stay Group Booking, numbers 1. and 2. of this Clause A.3 do not apply and instead the cancellation/modification procedure as set out in the Group Booking Agreement applies.

Example 1: a Refundable Hotel Stay with a Check-In Date on 1 September 2022, and a request to cancel on 31 August at 7pm, cannot be cancelled without cancellation fee. A cancellation fee equal to the full Hotel Stay will be payable.

Example 2: a Refundable Hotel Stay made with a Check-In Date on 15 May 2022, and a request to cancel on 14 May at 10am, can be cancelled without a cancellation fee.

Example 3: a Non-Refundable Hotel Stay made on with a Check-In Date on 8 June 2022, and a request to cancel on 6 June at 8pm, cannot be cancelled without cancellation fee. A cancellation fee equal to the full Hotel Stay will be payable.



## B) HOTEL EXTENDED STAY

### B.1 BOOKING PROCESS

A Hotel Booking for a Hotel Extended Stay can be made online on the available Websites or directly with the reservations department of TSH France (e.g. by telephone or email). The Hotel Agreement is concluded by Contracting Party's acceptance of TSH France's offer, regardless of whether TSH France makes this offer through a Website or via email, telephone or any other means of communication. In case of an oral agreement between TSH France and the Contracting Party, such as a booking via telephone, TSH France will provide the Contracting Party with a written confirmation (which includes by email).

### B.2 PAYMENT PROCEDURE

1.	<b>Refundable Hotel Extended Stay</b>	The Hotel Fee shall be paid at the latest fourteen (14) days before the Check-In Date.
2.	<b>Non-refundable Hotel Extended Stay</b>	The Hotel Fee shall be paid at the moment of booking the Hotel Extended Stay.
3.	<b>City Tax</b>	Charged subject to the local municipality rules applicable to the Hotel.  TSH France to determine in its sole discretion when the Contracting Party will pay the relevant City Tax for all Guests: <ul style="list-style-type: none"><li>• at Check-In Date; or at the moment of booking, depending on the booking conditions; or</li><li>• monthly depending on the duration of the Hotel Booking.</li></ul>
4.	<b>Refund of City Tax</b>	Where applicable, if a Guest provides sufficient evidence of his/her registration with the local municipality where the Hotel is situated, the Contracting Party (if not the same as that Guest) for that Guest will be refunded the City Tax for the period of time the Guest was registered with the relevant municipality.



5.	<b>Failure of payment in time</b>	The Contracting Party will be subject to all related extrajudicial and pre-litigation costs, as well as all court costs, in accordance with applicable local rules.
6.	<b>No fulfillment of (payment) obligation by Contracting Party</b>	TSH France has the right to retain any goods that the Guest keeps in the Hotel.
7.	<b>Commission costs</b>	<p>Commission costs incurred via online payments or other third-party bookers (for example, travel agencies) are not covered by TSH.</p> <p>TSH will not apply additional transaction charges for payments made by the Contracting Party or the Guest in the Hotel (at check-in, at check-out or during the stay).</p> <p><i>Note that credit card companies may apply separate charges/commission costs to the cardholder, for example in respect of foreign exchanges.</i></p>
8.	<b>Payments</b>	In Euros.
9.	<b>Payment options</b>	To the extent permitted by law, TSH France reserves the right to refuse payment by bank cheque, cash above EUR 1.000 cash or other means of payment, or to attach conditions to their acceptance.
10	<b>Hotel Extended Stay Group Booking</b>	<p>In case of a Group Booking for Hotel Extended Stay, numbers 1. and 2. of this Clause B.2 will not apply and instead, the payment procedure as set out in the Group Booking Agreement applies:</p> <p>The remaining numbers of this Clause B.2 (numbers 3. – 9.) remain applicable.</p>



## B.3 CANCELLATION/MODIFICATION PROCEDURE

<p>1. <b>Refundable Hotel Extended Stay</b></p>	<p>The following cancellation terms apply:</p> <ul style="list-style-type: none"><li>• <b>14 days or more before Check-In Date</b> - The Contracting Party is entitled to cancel the Hotel Extended Stay Booking until three (3:00) p.m. local time on the 14<sup>th</sup> day before the Check-In Date, free of charge and amounts already paid will be refunded to the Contracting Party.</li><li>• <b>Less than 14 days before Check-In Date up to 1 day before Check-In Date</b> – The Contracting Party is entitled to cancel the Hotel Extended Stay Booking between three (3:00) p.m. local time on the 14<sup>th</sup> day before the Check-In Date and three (3:00) p.m. local time on the day before the Check-In Date, against payment of a cancellation fee equal to the Hotel Fee for the first fourteen (14) nights of the Hotel Extended Stay. The Guest is not allowed to stay in the room during the fourteen (14) night period.</li></ul> <p>The following modification terms apply:</p> <ul style="list-style-type: none"><li>• <b>14 days or more before Check-In Date</b> – The Contracting Party is entitled to modify the Hotel Extended Stay Booking until three (3:00) p.m. local time on the 14<sup>th</sup> day before the Check-In Date. In case of a modification to lengthen or upgrade/downgrade the stay, subject to availability and a surcharge may apply.</li><li>• <b>Less than 14 days before Check-In Date up to 1 day before Check-In Date</b> – The Contracting Party is entitled to modify the Hotel Extended Stay Booking between three (3:00) p.m. local time on the 14<sup>th</sup> day before the Check-In Date</li></ul>
---	--



		<p>and three (3:00) p.m. local time on the day before the Check-In Date, against a payment of a fee equal to the Hotel Fee for the first fourteen (14) nights of the Hotel Extended Stay. In case of a modification to lengthen or upgrade/downgrade the stay, subject to availability and a surcharge may apply.</p> <ul style="list-style-type: none"> <li>• <b>After Check-In Date ('early leave')</b> – The Contracting Party is entitled to modify, with a notice period of fourteen (14) nights or against a payment of a fee equal to the Hotel Fee for the fourteen (14) nights of the Hotel Extended Stay, unless the remainder of the Hotel Extended Stay is shorter than fourteen (14) days, in which case the Contracting Party must pay a cancellation fee equal to the remainder of the stay.</li> </ul> <p>Any cancellation or modification must be sent by written declaration to TSH France (an email to <a href="mailto:reservations@thesocialhub.co">reservations@thesocialhub.co</a> will be sufficient) or the relevant travel agency.</p>
<p><b>2.</b></p>	<p><b>Non-refundable Hotel Extended Stay</b></p>	<p>Cancellation or modification of the Hotel Extended Stay by the Contracting Party will not result in any refund and any unpaid Hotel Fees remain payable in full.</p> <p>The Contracting Party must cancel the Hotel Extended Stay Booking by written declaration to TSH France (an email to <a href="mailto:reservations@thesocialhub.co">reservations@thesocialhub.co</a> will be sufficient) or the relevant travel agency.</p>
<p><b>3.</b></p>	<p><b>Hotel Extended Stay Group Booking</b></p>	<p>In case of a Hotel Extended Stay Group Booking, numbers 1. and 2. of this Clause B.3 will not apply and instead the cancellation/modification procedure as set out in the Group Booking Agreement applies.</p>



--	--	--

- Example 1: a Refundable Hotel Extended Stay reservation made with a Check-In Date on 20 July 2022 for 20 nights, and a request to cancel on 10 July 2022, cannot be cancelled without cancellation fee. A cancellation fee equal to the first 14 nights of the stay will be payable.
- 
- Example 2: a Non-Refundable Hotel Extended Stay reservation made with a Check-In Date on 13 April 2022 for 40 nights, and a request to cancel on 26 March 2022, cannot be cancelled without cancellation fee. A cancellation fee equal to the full Hotel Extended Stay will be payable.
- 
- Example 3: a Refundable Hotel Extended Stay reservation made for 30 nights, and a request to shorten the stay to 23 nights after 12 nights from the moment of Check-In Date, cannot be shortened without cancellation fee. A cancellation fee equal to 3 nights (12 nights + 14 nights notice period = 26 nights - 23 nights stay = 3 nights cancellation fee) will be payable.