

## 1. Hotel-Specific Legal Information

### MELIA PARIS CHAMPS-ELYSEES

- Legal Name: HOTEL ALEXANDER SAS
- Headquarters Address: 8 rue Cambon - 75001 PARIS
- Share Capital: €1,000,003.08
- SIREN: RCS PARIS 417 738 994
- Intra-Community VAT Number: FR 80 417 738 994

## 2. Online Dispute Resolution Platform (ODR)

Client is informed of the existence of a European online dispute resolution platform, called “ODR,” accessible via the following link:

<https://ec.europa.eu/consumers/odr/main/index.cfm?event=main.home2.show&lng=FR>

## 3. Bloctel Opt-Out List for Telemarketing

In accordance with Article L.223-2 of the French Consumer Code, Clients are reminded that, if no current contractual relationship exists with our establishment, they may register free of charge on a **telemarketing opt-out list** known as **BLOCTEL**.

Our establishment will not make telemarketing calls to any consumer listed on this registry.

Commercial calls are only allowed **Monday to Friday** (excluding public holidays), between **10:00 AM – 1:00 PM** and **2:00 PM – 8:00 PM**.

## 4. Non-Applicability of the Right of Withdrawal

Clients are reminded that they **do not have the right of withdrawal** provided for in Article L.221-18 of the French Consumer Code. This is in accordance with Article L.221-28 paragraph 12 of the same code, which excludes such a right for contracts relating to accommodation and/or wellness services that must be provided on a specific date or during a specific period.

## 5. Jurisdiction and Applicable Law

The terms and conditions of sale are governed by **French law**, without prejudice to any mandatory protective provisions that may apply in the consumer’s country of residence.

## **6. Consumer Mediation**

After contacting the customer service department or the establishment in an attempt to resolve the dispute amicably, and in the event of a negative response or no response within **sixty (60) days**, the Client may refer the matter to the following mediator:

### **Médiateur du Tourisme et du Voyage**

BP 80303 – 75823 Paris Cedex 17 – France

Details on how to contact the Mediator and submit a claim are available on the website:

[www.mtv.travel](http://www.mtv.travel)

The request must be submitted within **twelve (12) months** of the Client's initial complaint.