Dear Guests,

In times of this unprecedented health crisis and recent developments related to the COVID-19 epidemic, the French Government has taken strong and exceptional measures, dramatically limiting the country's economic life.

The health of our customers and employees being our main concern, we have been forced to cancel your reservation.

I am sorry that we cannot accommodate you in our establishment under the initial conditions foreseen.

But I have no doubt that, like us, you understand these precautionary measures.

In accordance with the legal Order No 2020-315, of March 25, 2020, regarding the financial conditions of the cancelation of certain travel contracts and tourist vacations in case of exceptional and unavoidable circumstances or -force majeure-, I am pleased to send you this voucher that once this health crisis over, it will allow you to re-book a stay in our establishment.

This voucher is valid for eighteen (18) months from the date of issue listed on the voucher. It can be used on one or more occasions and is subject to availability on the desired date and only for services equivalent to those initially contracted

In accordance with the provisions of this order, if this voucher is not used within eighteen (18) months from the date of issue, the customer will be reimbursed for the amounts paid in advance or the remaining credit balance in the form of the original payment methods.

Hoping to have the opportunity to welcome you as soon as possible in our establishment and in our beautiful city, please receive my best regards and greetings from Paris.

XXXXXX

Hotel manager YYY

**Details of the voucher issue :**

Voucher number:

Voucher value :

Voucher Issue Date :

Expiration date : *(J+18 mois)*

Initial Booking Details :

|  |  |  |  |
| --- | --- | --- | --- |
| Réservation n° | Amount paid on : | Amount € | Payment methods |
| XXX | XXX | XXX | XXX |