

Terms and conditions

HOTEL EPOQUE reserves the right to change and update at any moment the contents of this website, and also its Confidentiality Policy and the Terms and conditions for use, without prior notice. For this reason we are kindly asking you to visit this section periodically in order to check the terms and conditions you agreed to comply with.

1. Personal Information

The user is responsible for all the activities that take place by accessing the website HOTEL EPOQUE. HOTEL EPOQUE cannot be held liable for the actions taking place following the user's negligence with regard to personal data security and confidentiality.

2. The user's rights

HOTEL EPOQUE guarantees a limited access to the user, for personal interest, on this website and it does not grant the right to download or modify partially or totally the website, to reproduce the website partially or totally, to copy, sell/resell or capitalize on the website in any other manner, without the written agreement of HOTEL EPOQUE.

3. Personal data security

Your personal data may be used by HOTEL EPOQUE for the confirmation of bookings, information by email, written messages (SMS), mail or other means of communication for further actions, creating statistical reports, etc.

Your personal data may be sent to the competent authorities for the purpose of verifying commercial transactions, or other authorities for performing any verifications justified by the law.

The data supplied by clients are strictly confidential. HOTEL EPOQUE undertakes not to supply these data to third parties or companies and to use them strictly for the business relation between the client and HOTEL EPOQUE.

This website is using security features against the loss, deterioration, or wrongful usage of the data under our control.

HOTEL EPOQUE undertakes to respect your rights granted under Law no. 677/2001 and at your request sent to the address of HOTEL EPOQUE we undertake to: rectify, update, block, delete or make anonymous, for free, the data whose processing is not compliant with the provisions of Law no. 677/2001 on the protection of persons in relation to the processing of personal data and the free circulation of these data; to stop processing your personal data.

HOTEL EPOQUE certifies that it will respect your rights granted under Law no. 677/2001 on the protection of persons in relation to the processing of personal data and the free circulation of these data, under Law no. 365/2002 on electronic commerce and also under Ordinance no. 130/2000 on the protection of consumers in concluding and executing contracts at distance, with its subsequent amendments. Among these rights are (the enumeration does not have a limiting character):

1. The right to request HOTEL EPOQUE to confirm whether it processes your personal data or not, for free for a request per annum;
2. The right to request HOTEL EPOQUE to rectify, update, block or delete, for free, those supplied data whose processing is not compliant with the provisions of Law no. 677/2001;
3. The right to request HOTEL EPOQUE to cease the processing of personal data, for free;
4. The right to request HOTEL EPOQUE to cease sending promotional messages.

Any such request/ notification will be dated, signed and sent by the person registered in the database by email to the address of HOTEL EPOQUE.

In order to eliminate the risk that your personal data come in the possession and are used abusively by third parties, HOTEL EPOQUE guarantees the security of the informatics systems.

The information concerning the banking card data (card number, expiration date) are not transferred or store at any moment on the servers of HOTEL EPOQUE.

ANY ATTEMPT TO ACCESS THE PERSONAL DATA OF ANOTHER USER OR TO MODIFY THE CONTENTS OF THE WEBSITE OF HOTEL EPOQUE OR TO INTERFERE WITH THE PERFORMANCES OF THE SERVER WHERE THE WEBSITE IS HOSTED WILL BE CONSIDERED ATTEMPTED FRAUD AND WILL LAUNCH A CRIMINAL INVESTIGATION AGAINST THE PERSON OR PERSONS WHO ATTEMPTED THIS.

4. Copyright

The entire content of the website HOTEL EPOQUE – images, texts, graphics, symbols, graphic elements, scripts, software and other data – is the property of HOTEL EPOQUE and is protected under the Law for the protection of copyrights and the laws concerning intellectual and industrial property.

Unauthorized use without the approval of HOTEL EPOQUE of any of the elements above is punished as per the laws in force.

5. How we work

By accessing the website HOTEL EPOQUE , using, visiting, purchasing services or sending emails addressed to HOTEL EPOQUE , the communication is done electronically, being considered that the user agrees to receive notifications from HOTEL EPOQUE in electronic form, including email communications or website announcements.

6. Payment

For payments made with bank cards for the services / products (including accommodation) and charged by the hotel, we will charge the equivalent in RON at the official exchange rate announced by the National Bank of Romania valid on the date of invoice.

HOTEL EPOQUE accepts the following bank cards: Visa, Mastercard, Maestro and American Express.

7. Information input by the user

The booking data of the users are confidential. At the moment of booking only the essential information necessary for making the booking are sent to the hotel. However, the personal data may be sent to the rightful authorities for verifying commercial transactions or to other competent authorities who have the right to make any justified verifications as per the law.

The booking data must be filed in carefully. HOTEL EPOQUE may cancel without warning the bookings made where it is observed that erroneous data were filed in. Also, HOTEL EPOQUE may cancel any booking made by a user who cannot be reached by phone concerning the booking, but not if the user had previous bookings at HOTEL EPOQUE and these were fulfilled or if the booked services were paid in advance or guaranteed by credit card.

8. Litigations

By using the website (browsing or purchasing services), the user acknowledges that the Romanian laws will govern the “Terms and conditions” above and that any dispute of any kind which may arise

between the user and the company HOTEL EPOQUE and the users will be solved amicably first, if possible. If the amicable solution is not possible, the conflict will be resolved in court, as per the Romanian laws in force.

9. Final dispositions

By launching a reservation, the client accepts the terms and conditions for use without objections, these having the binding value of a validly concluded contract.

HOTEL EPOQUE reserves the right to change these provisions in any manner and also the website HOTEL EPOQUE, its structure or any other changes which may affect the site without prior notice to the users.

HOTEL EPOQUE cannot be held liable for the eventual errors appearing on the website from any reasons, including due to changes, settings, etc. and it is not liable for the content, quality or nature of other websites reachable by links from the website HOTEL EPOQUE, indifferent of the nature of these links. The responsibility for the respective websites resides solely with the owners of the respective websites.