

Terms and conditions governing the conversion of Rewards points into onefinestay vouchers

Le Club AccorHotels members can convert their Rewards points into onefinestay vouchers in order to obtain a discount on the value of a onefinestay property rental.

Points are converted as follows:

7,200 Rewards points = €100

18,000 Rewards points = €250

36,000 Rewards points = €500

72,000 Rewards points = €1,000

Rewards points can only be converted into onefinestay vouchers by sending an email to advisors@onefinestay.com or by calling the onefinestay central booking office. The telephone number can be found on the "Contact us" page on the onefinestay website: <https://www.onefinestay.com/content/contact-us/>.

The number of Rewards points corresponding to the value of the onefinestay voucher chosen by the member is debited from the member's Le Club AccorHotels account at the time of placing the order.

Once a onefinestay voucher has been ordered, the order cannot be cancelled and the Rewards points cannot be reimbursed.

For the purposes of converting Rewards Points and ordering onefinestay vouchers, the member accepts that the information and transactions recorded in the computer systems used by Le Club AccorHotels and onefinestay will be considered as irrefutable proof of the transactions, in the absence of proof to the contrary.

Terms and conditions governing the use of onefinestay vouchers

The use of onefinestay vouchers to obtain a discount on an invoice issued for a stay at a onefinestay property is subject to compliance with the following terms and conditions:

onefinestay vouchers are issued exclusively in electronic format.

Vouchers are accepted every day of the week (from Monday to Sunday), until the expiry date specified on the voucher, to settle part or the entire invoice issued for a stay (of a minimum of three nights) at a onefinestay property.

onefinestay vouchers are valid for one year from the date on which the Le Club AccorHotels member confirms the order. In order to be valid, the onefinestay voucher must be used to rent a onefinestay property before the expiry date. As the reference date is the booking date, the stay itself may take place once the voucher has actually expired.

onefinestay vouchers are not accepted at AccorHotels hotels, irrespective of whether or not they have enrolled to participate in the Le Club AccorHotels loyalty programme.

onefinestay vouchers are not accepted by AccorHotels' partners and notably at Le Club AccorHotels partner hotels that are not operated under an AccorHotels brand.

The onefinestay voucher must be used to pay for the stay at the time of booking. onefinestay vouchers can only be used once as pre-payment for all or part of a stay. They cannot, however, be used to pay the deposit that is required to secure the rental of a property.

Le Club AccorHotels Rewards points and/or Status points/nights cannot be earned on stays completed at a onefinestay property, irrespective of whether or not they are paid for with a onefinestay voucher.

Several onefinestay vouchers can be redeemed simultaneously to pay for a single stay, and the remaining sum can be settled using any other means of payment accepted by onefinestay.

onefinestay vouchers are personal and non-transferable; they can be used solely and exclusively by the Le Club AccorHotels member who obtained them by converting his/her Rewards points.

Furthermore, onefinestay vouchers cannot be sold on to third parties under any circumstances whatsoever at any price.

onefinestay vouchers cannot be redeemed for cash or credit and no change will be given. onefinestay vouchers are only deemed valid if their code number is valid and recognised by the onefinestay computer systems.

Vouchers are issued in euros. The exchange rate used is that applied by onefinestay at the time of booking as sourced from the "<https://currencylayer.com/>" website.

In the event of the cancellation of a onefinestay booking that has been partially or fully paid for with one or several onefinestay vouchers, the voucher(s) will be rendered void and thus no longer usable, unless the voucher(s) was(were) still valid on the date on which the booking was cancelled. Furthermore, no refunds will be made, no financial compensation will be awarded in any form whatsoever, and no change will be given.

All bookings are subject to the onefinestay terms and conditions (<http://onefinestay.com/terms-conditions/>).