

Angela: [« Could do much better »](#)

Reviewed on June ... 20..

Romantic stay

Positive elements:

- Very good location, near the « Place des Vosges »
- Room better than expected: spacious and clean
- luggage room available in the morning

Negative elements:

- Breakfast: appalling! Not enough space (room for max. people). We had to wait standing. We could have accepted the problem but were left with no « good morning » or sorry to keep you waiting »...
- Despite the fact that breakfast was served until 11 am, at 10 am there were no more croissants or even rolls when we asked for some!
- No one apologized when we complained at the reception desk – so frustrating!
- We had mentioned celebrating our wedding anniversary when booking on the hotel website and also asked for some piece of advice concerning a restaurant nearby. Never got any answer!

MaxTraveler: [« I paid twice! »](#)

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I made a reservation at the last minute on the hotel website, and then was required to give my bank card number to confirm my one-night booking.

When I left the hotel, the receptionist asked me to pay for my room; that's what I did as I thought that my card number had been given only as a guarantee.

Back home, I discovered that the sum corresponding to the night in the hotel had been debited twice : first when I booked online (it wasn't actually a guarantee but a prepayment), secondly when I left the establishment.

So I have no other choice but to make a complaint to the hotel in order to be refunded.

What a waste of time and energy!