

# **Booking Terms & Conditions**

## **1. Booking confirmation and guarantee**

In order to guarantee the client's booking, the hotel asks the client to give his credit card details with the expiry date as well as the last 3 digits behind the card.

What's more, the hotel requires a deposit which is compulsory to confirm any booking; no booking shall be confirmed without having had a deposit paid towards it before the clients's arrival at the hotel.

If the client doesn't wish to share his credit card details, then the payment of the total cost of the stay shall be required before arrival.

### **The amount of the deposit**

The client will be asked to pay a deposit which amounts to 30% of the total cost of the stay.

### **Cancellation or No-Show**

- If the cancellation is made more than 2 weeks before the due arrival date, then the hotel shall reimburse all of the deposit.
- If the cancellation is made between 48 hours and 2 weeks before the due arrival date, the hotel will keep the full amount of the deposit which can be used for another service either in the hotel or the restaurant within 1 year as from the written reception of the cancellation by the hotel
- If the cancellation is made during the 48h previous to the due arrival date, the hotel will keep the full amount of the deposit.
- If the cancellation is made on the due arrival day, if it's a no-Show, a delayed arrival or an advanced departure, the client accepts to have his credit card( which details have been left with the hotel as a guarantee)charged with the full amount of the stay initially due.

## **2. Arrival time**

The rooms are available from the beginning of the afternoon, around 2 pm. Bookings shall be maintained until 6pm ; if the arrival is due after 6 pm, please let us know.

In case of a late arrival (after 10 pm), the hotel will pass on the night entrance code to you.

### **Departure time**

Please vacate your room for midday at the latest.

The departure time can be postponed to 3pm at the latest (subject to availability), in exchange for 8.00 € extra per hour.

## **3. Full board and Half board**

Full board and half board rates are inseparable deals and are available from 1 night. Meals not taken shall not be deducted from the full board or half board rates.

The half board meals can be taken either at lunch time or dinner time: please let us know your choice first (lunch or dinner). The client will make up his menu from a choice of starters, main courses and desserts.

If a client has chosen the half board deal and wishes to have a meal *à la carte*, the hotel will charge the price of the room, breakfast and the meal taken *à la carte* instead of the half board rate.

#### **4. Settlement of the stay**

The hotel requires the settlement of the stay the day before the departure