

GENERAL TERMS OF SALES

Reservation:

It's impossible for us to guaranty a specific room allocation.

Rates:

Rates can be change in case of important economic changes.

For New Year's Eve dinner, an extra charge for clients on a half board basis will be required. No extra charge required for children having dinner earlier at the children restaurant.

Deposit:

Reservations are only considered as confirmed when a deposit of 40% of the total amount has been paid. The amount will be deducted from the final bill.

Cancellation conditions:

In any case of cancellation, a fee of 10% of the deposit will be held (with a minimum of 50€). For any cancellation:

- More than 28 days before your arrival, the deposit will be refunded minus the cancellation fee.
- Between 21 and 28 days, the deposit will be held.
- Between 8 and 20 days, 70% of the total amount of the stay will be charged.
- Between 2 and 7 days, 90% of the total amount of the stay will be charged
- D-1 and No-show, the total amount of the stay will be charged.

Cancellation insurance:

We strongly advise that clients take out the necessary cancellation insurance to cover any costs associated with having to cancel (total or partial cancellation of the stay).

We recommend you:

MONDIAL ASSISTANCE travel insurance proposes cancellation insurance at the rate of 4% of the total amount of your booking. Insurance must be signed directly at time of online booking www.mondial-assistance.co.uk

Booking amendment and/or shortened stays:

Any meal not taken won't be reimbursed.

In case you should shorten your stay (or arrive later) and we are unable to resell the room, the initial amount of the stay will be totally charged as compensation.

Check-in:

We will do our best to ensure that your bedroom is ready as soon as possible. However you should plan on it not being available until 4pm. All reservations are kept until 6pm. Please contact reception desk if you arrive after 10pm to collect your room key and the hotel access code.

Check-out:

Rooms must be vacated between 10am and 11am. For any room not released after 11am, an amount of 50% of 1 night will be charged, unless agreed with the reception.

Children restaurant:

The children restaurant will be open with a minimum of 3 children registered.