
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.

CONDITIONS RELATED TO PRE-PAID RATES

Deposit: 100% of the amount of the stay is to be paid upon booking.

Cancellation: The total amount of prepayment will be retained for any cancellation.

Modification of stay: In case of modification of the date of arrival and/or departure, the initial amount of the initial stay will be billed in full, as compensation, without other form.

CONDITIONS RELATED TO FLEXIBLE RATES

Upon booking, 10% of the reservation is charged and non-refundable.

Deposit: 40% of the amount of the stay is to pay at the reservation.

Cancellation between 30 and 7 days before arrival: the amount of deposit will be charged.

Cancellation between 7 days and the day of arrival: the total amount of the booked 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).

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

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. 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.