

GENERAL TERMS OF SALES SUMMER 2020

RESERVATION

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

RATES

Rates can be change in case of important economic changes.

CONDITIONS RELATED TO PRE-PAID RATES

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

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 (except in the event of a government restriction due to COVID-19 which would force the closure of the establishment, the modification will be possible).

Cancellation: The total amount of prepayment will be retained for any cancellation (except in the event of a government restriction due to COVID-19 which would force the closure of the establishment, the cancellation will be possible).

CONDITIONS RELATED TO FLEXIBLE RATES

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

Cancellation policy: reservations can be changed and canceled free of charge up to 48 hours before arrival.

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

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. City taxes and all unpaid extras for which tickets have been signed will be charged to your card.