



## Terms and conditions

### **Pets**

Pets are not allowed at the hotel.

### **Deposit**

In order for the booking to be guaranteed, a deposit must be paid.

The amount of the deposit corresponds to

- 2000 € per room for a 7 night stay
- 40 % of the total amount for any other length

The deposit is non-refundable and is deducted from the invoice at the end of the stay booked according to the confirmation letter.

### **Arrival & departure**

Rooms are available from 3pm and must be free by 10am.

### **Cancellation policy**

For any cancelled or deferred booking, the deposit will not be paid back.

Fees to be paid in case of cancellation:

- more than 30 days before the arrival: 40 % of the stay
- from 30 days to 15 days before the arrival: 75 % of the stay
- from 14 days to arrival: 100 % of the stay

Special offer cannot be cancelled or changed.

### **Stay shorter than confirmed**

For any night cancelled and not reported to the Reception Desk 72 hours before the booked departure date, one night will be charged in compensation.

Not valid for the package offers.

