

CANCELLATION POLICY

Standard Reservations can be canceled free of charge until 18:00 on the day of arrival. Cancellations made after that time will be charged for the amount covering the first night of stay.

Non-refundable reservations (non-refundable):

For non-refundable bookings the total amount for the stay is pulled from the card the day of booking, with no possibility to return money collected.

POLICY GUARANTEE

GUARANTEED RESERVATION

Booking is considered to be guaranteed upon completion of the pre-payment for staying in the hotel, according to the declared length of stay or if you provide a credit card number to guarantee your stay and later debited guest. Guaranteed reservation remains valid until the end of the day the hotel the day of departure.

NOT GUARANTEED RESERVATION

The reservation is considered to be non-guaranteed, if you have made it without pre-payment for the stay by bank transfer or with no guarantee it with a credit card number. Guaranteed reservation maintains valid until 18.00 on the day of your arrival.

Please note that when paying by cash or credit card, reception may ask you for a payment guarantee in the form of a cash deposit or pre-authorization on the credit card, ie transactions consisting in the blockade of spare cash to your account on account of final payment.

PRIVACY POLICY

Upon booking, you agree to put your personal information in a database. These data will be used only to enable carrying out the entire process of booking and marketing purposes in accordance with the agreement dated 09/28/1997 on the protection of personal data.