

TERMS AND CONDITIONS

Business

- In a first request from the client, the hotel conducts a pre-book called "option". This is a limited time to book that gives customers a time of reflection on the commitment of the contract. The option doesn't commit either the customer or the establishment. The date of the end of the option is determined by the hotel.
- The option becomes "final reservation" after receiving the agreement and the payment of the deposit corresponding to 30% of the estimated total amount.
- Restaurant: A specific number of meals need to be given in writing at least 3 days before delivery. Meals ordered but not consumed will be charged.
- Accommodation: The number of rooms will be indicated in writing 30 days before the date of delivery, the exact number will be confirmed in writing 10 days prior to arrival and will be considered as the basic billing.
- All room booked at the conclusion of the contract and not cancelled 10 days before will be charged
- The list of the participants should be sent to the property before 8 days from arrival.
- **Cancellation fees**
More than 30 days before => refund of deposit
D-30 to D-11: 70% of the total amount
D-10 to D-3: 80% of the total amount
D-2 the same day: 100% of the full amount