

Terms and conditions

Stay

- The Hotels' rooms must be occupied in respect to the Hotel's policy and to the Safety and Regulations laws in force in the country.
- The Guest agrees to use the room responsibly and to respect the comfort of his/her neighbors.
- Any behavior contrary to good morals, to public order and to other Guests' safety and security will result in the Hotel's General Manager requesting the Guest to leave the Hotel without any delay and without any kind of compensation. Sums already paid/prepaid will not be reimbursed. The General Manager has the possibility to decide whether or not to report that situation to the local Authorities.
- Hotels are offering free Internet connection in all the Hotels' premises. The Guest is responsible for its online activity, accept and understand that behavior contrary to good moral is punishable by the Law in force in the country.

Rates

- All reservations are payable in the Hotel's Euro currency.
- Rates confirmed are inclusive of Government taxes and service charge applicable on the day the reservation and/or purchase is made.
- Any change or implementation of new legal or regulatory taxes imposed by the competent authorities will be automatically impacted on the prices shown on the billing date.

- If payment to the Hotel is made in a currency other than the currency confirmed on the reservation, the Guest will be liable for the conversion fees.
- Foreign currency conversions are given as guidance only and are non-binding.

Payment of the Reservation

- For certain special offers and/or packages, payment is required upon booking.
- When the payment is required, the amount is debited once the Guest has confirmed his/her booking online.
- To process with the payment the Guest shall inform:
 - His/her credit card number;
 - Its expiration date;
 - Its card verification number (csv).
- Prepaid reservations cannot be changed and/or cancelled. Sums paid in advance will not be reimbursed unless specifically mentioned otherwise in the Sales conditions for the related rate.
- In case the payment is declined after the Guest has confirmed his/her reservation, the reservation will automatically be cancelled.
- The Guest acknowledges and agrees that he/she has read, understood and accepted the sales conditions related to the selected rate.
- The Guest attests to the truth and accuracy of the information submitted for this payment purposes.

Guarantee of the Reservation

- The Guest shall provide his/her credit card details as a guarantee of the reservation using a valid credit card (except for some special offers for which the payment will be required).

- The Guest shall inform:
- His/her credit card number;
- Its expiration date;
- Its card verification number (csv).
- In case of a cancellation not done according to the Hotel cancellation policy, the cost of the first night will be debited.
- In case of a no-show (where the Guest did not arrive) without any cancellation received by the Hotel according to the Hotel cancellation policy, the cost of the first night will be debited.
- In case the guarantee is declined after the Guest has confirmed his/her reservation, the reservation will automatically be cancelled.
- The Guest acknowledges and agrees that he/she has read, understood and accepted the sales conditions related to the selected rate.
- The Guest attests to the truth and accuracy of the information submitted for this reservation purposes.

Payment

Where applicable, you may charge the purchase of goods and services including food and beverage, spa services or other Hotel activities to your room during your stay. You are personally liable for the full payment of all such charges which may include any applicable service charges, duties, taxes, or tariffs. You are required to pay and settle all such charges fully upon receipt of the Hotel bill or during check-out.

All payments made by you are subject to your respective bank's charges for foreign transaction fees, where applicable. Additional foreign exchange fees may also apply if any other currency, which is not from your originating issued card's country, is selected to be charged.

If you choose to check out of the Hotel without settling your bill in full, you expressly and irrevocably authorize us to charge to your credit/ debit card, which was used at the time of check-in, provided to secure your reservation, or saved in your account (whichever is available), all charges you and your guests may have incurred including any damage or loss caused by you or your guests to the Hotel during your stay.