

1- All reservations require written confirmation and a deposit of 30% of the total sum due.

2- If you cancel your reservation less than 60 days before your scheduled date of arrival, your deposit will not be refunded unless there is a case of force majeure.

3- Reservations will only be confirmed on receipt of a second deposit of 90% of the total sum due, 15 days before your scheduled date of arrival.

4- All rooms cancelled the day of arrival for groups will be billed in their entirety.

5- You are requested to notify us of your chosen menu at least two weeks before your scheduled date of arrival, or else a menu will be chosen for you. A single menu will be selected for the whole group.

6- We must receive a list of the names of participants and the number of meals to be served at least one week before the event. Meal cancellations (to a maximum of five people) are allowed up to the day before the event. Same day cancellations will be billed according to the number of meals previously confirmed.

7- The half-board service starts between 7 pm and 8 pm.

8- The remaining balance for your stay must be paid on the day of your departure. All rates may be revised according to our availability and the length or frequency of stays. Half-board meals are served at 7 pm.

Standard terms and conditions of reservation and cancellation:

Reservations can only be confirmed if accompanied by valid credit card details (15 or 16 figures, according to credit card type and expiry date).

Free cancellation up to two days before your scheduled date of arrival.

In the event of late cancellation, less than 48 hours before your scheduled date of arrival or no show, the hotel will charge the cost of one night per reserved room to the credit card supplied.

Standard terms and conditions of reservation and cancellation in the high season (trade fairs, events, Christmas markets, etc.):

Reservations can only be confirmed if accompanied by a deposit equal to one night per reserved room.

In the event of cancellation two weeks before your scheduled arrival date, the deposit will be credited for a subsequent stay valid for a period of six months. After this period the deposit will not be refunded.