

Cancellation policies

EARLY DEPARTURES

The obligation that the customer assumed during the booking process is to present himself at the hotel and use all booked services; failing this, the customer will be required to pay compensation to the Hotel.

Since the early departure constitutes a breach of the contract between the Hotel and the client, the Hotel will request an amount of money as compensation (the indemnity may also be withheld from the deposit or from the card given as a guarantee) equal to the used period of stay and amount of penalty up to 3 overnight stays.

CANCELLATION OF THE STAY

It is possible to cancel the reservation without penalty up until 3 days before arrival; after which the amount of the deposit paid or the pre-authorized sum will be charged.

CANCELLATION AND RECONFIRMATION

If the cancellation occurs at least 3 days before arrival and is replaced immediately with a new booking (within the year or unless otherwise agreed with the Hotel) no penalty will be applied and the deposit paid by the customer will be retained by the Hotel as advance payment for the new stay, which must be agreed with the Hotel.