



Cancellation / Modification / Reservation Guarantee Policy

- 1. Free Cancellation:** Reservations can be canceled free of charge up to 48 hours before the scheduled arrival date. If you cancel within this timeframe, the total amount of the reservation will be refunded to you as soon as possible.
- 2. Late Cancellation or No-show:** For cancellations made less than 48 hours before the scheduled arrival date or in case of a no-show at the hotel, the full payment of the reservation will be required. No refund will be made for late cancellations or no-shows.
- 3. Reservation Modification Policy:** Reservation modifications are subject to availability and must be made at least 48 hours before the scheduled arrival date. Additional fees may apply for changing the duration of the stay or the room type.
- 4. Non-Refundable Reservations:** Certain special rates or promotional offers may be non-refundable and non-modifiable. Specific conditions will be clearly indicated at the time of booking and confirmed in the reservation confirmation.
- 5. Groups and Special Events:** Specific cancellation policies may apply to group reservations or during special event periods. Details and conditions will be communicated during booking and confirmed in the reservation confirmation.
- 6. Reservation Guarantee:** Please note that booking a room can only be guaranteed and confirmed with a valid registered credit card. Your credit card will be charged 48 hours before your arrival for the total amount of the reservation.

Please be aware that all requests for reservation cancellation or modification must be made via email, using the contact details provided during booking.

We strongly recommend carefully reviewing the cancellation conditions during booking to ensure a full understanding of our terms.