

Payment and Cancellation policies :

Payments, Deposits, and Down Payments:

Upon confirmation of the reservation, the client is required to provide a bank pre-authorization for 100% of the total amount of the nights in order to guarantee solvency.

14 days before the start of the reservation, the client is required to pay a deposit equal to 50% of the total amount for the nights of the stay (excluding tourist tax and breakfast).

4 days before arrival at the hotel, the remaining 50% of the amount for the nights must be paid.

Cancellation or Modification by the Client:

The terms and conditions of the selected rate, as accepted by the client, specify the rules regarding cancellation and/or modification of the reservation.

Reservations made with a non-refundable, non-cancellable prepaid rate cannot be modified, cancelled, or refunded.

Reservations made with a standard rate allow cancellation up to 15 days before the stay.

After the first payment — that is, between 14 and 4 days before arrival — the deposit paid is non-refundable, but the reservation may be modified within 365 days.

After the second payment — 4 days before arrival — the reservation becomes non-modifiable, non-cancellable, and non-refundable. We retain the full payment for the nights.