



Cancellation Policy

In all cases, we strongly recommend that our guests purchase travel insurance through their local travel insurance agent, credit card company or bank. Cancellation in case of unforeseen circumstances, medical or otherwise, are not the responsibility of the hotel. This is especially important if you booked a non-refundable rate.

Cancellation policy for non-refundable rates

Non-refundable reservations are paid directly and are non-refundable and non-changeable reservations.

A non-refundable deposit of the total stay plus tax is required at the time of booking.

This means that if canceled, modified or in case of no-show, the total price of the reservation, 100%, will not be refunded. The total price of the reservation will be charged on the day of booking.

Cancellation policy for standard rates

Please be aware that for reservations made through third parties (such as but not limited to: Booking.com, Expedia, Hotels.com etc.) a different cancellation policy may apply. Please check your third party's booking confirmation or website for the appropriate cancellation policy.

We hold the right to charge your credit card for the full reservation amount including taxes one month prior to arrival. In case of a cancellation you will be refunded in accordance to the applicable cancellation policy.

Below policies apply for reservations booked directly through the hotel

Policy for standard rate reservations for 1 or 2 rooms
(Calculated from check-in time 2:00 pm, hotel local time)

1 day or less before arrival: 100% on total sale.

3 days or less before arrival:	85% on total sale.
7 days or less before arrival:	60% on total sale.
14 days or less before arrival:	35% on total sale.
1 month or less before arrival:	15% on total sale.
1 month or more before arrival:	No charge.

Please be aware, that under normal circumstances we do not accept reservations of more than two rooms.

Standard rate for GROUP reservations of three or more rooms
(Calculated from check-in time 2:00 pm, hotel local time)

7 days or less before arrival:	100% on total sale.
14 days or less before arrival:	85% on total sale.
30 days or less before arrival:	60% on total sale.
60 days or less before arrival:	35% on total sale.
3 months or less before arrival:	15% on total sale.
3 months or more before arrival:	No charge.

The Uniform Conditions for the Hotel and Catering Industry (UVH) apply to all agreements we enter into. The UVH are binding for those who make use of our services. For non-refundable reservations and aforementioned third party reservations the cancellation policy as mentioned in the UVH does not apply. We consider a Group, as referred to under clause 1.1.15 in the UVH, for our hotel as a reservation of three rooms or more this in contradiction to what is mentioned in the UVH. A copy of the UVH can be supplied upon request.