



Cancellation Policy for Non-Refundable Rates

Upon cancellation of a prepaid, non-refundable reservation, the guest will be charged a cancellation fee. This means that if the reservation is canceled, modified or the guest is a no-show, a certain percentage of the total price of accommodations will be charged, as listed in the schedule below.

In case of unforeseen circumstances, we strongly recommend that our guests purchase travel insurance on their accommodations through their local travel insurance agent, credit card company or bank.

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.

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 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--in contradiction to what is mentioned in the UVH.

A copy of the UVH can be supplied upon request.



Cancellation Policy for Standard Rates

Standard rate for reservations of one or two 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.

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.