

CONTRACTUAL CONDITIONS

Booking cancellation terms for individual customers
Credit card guarantee required for reservations.

- Cancellation possible up to 1 day before arrival without penalty - a refund is not applicable in the case of a non-refundable room
- 100% from 1 day before the arrival date (24 hours before) or in case of no-show or early departure
- 100% in case of non-refundable pre-paid rate

To confirm your reservation, a credit card is required to guarantee your booking. The full 100% amount will be charged in the case of a non-refundable offer. The reservation will not be final until you receive confirmation from the reception. Make sure you have entered the credit card number and expiry date correctly. In the event that this information is invalid, advance reservations will not be accepted. Also check that the expiration date of the credit card used is later than the departure date. The balance of the stay will be paid directly to the hotel on the day of departure.

ATTENTION: The confirmation procedures and the cancellation terms may vary according to the offer booked. Any confirmation and cancellation policies other than the standard ones indicated above will be specified in the single booking.

No invoice collection is made for individuals or companies residing abroad, unless the amount is paid in full in advance.

Group rate application

A group must book at least 4 rooms to be considered as such.

Groups receive 1 free ticket when paying for 20 rooms (driver and guide excluded).

CANCELLATION FOR GROUPS (from 4 rooms)

At the time of booking it is necessary to pay a deposit equal to 50% of the total amount and to provide the details of a company credit card to guarantee the reservation.

- For cancellations received over 90 days before check-in: there is no penalty and the deposit is refunded
- Cancellations received between the 89th and 60th day before check-in: penalty of 50% of the entire cost of the rooms and / or nights cancelled
- Cancellations received between the 59th and 30th day before check-in: penalty of 75% of the entire cost of the rooms and / or nights cancelled
- After the end of the 30th day before check-in you will have to pay the entire cost or pre-authorize the remaining amount of your stay on the credit card provided at the time of booking.



- After this deadline and until check-in or in case of a no-show: 100% penalty for the entire cost of the cancelled rooms / nights.
- Provided that they are accepted by the Hotel different options and / or cancellation policies may be agreed.

Release of rooms

Rooms allotted to groups can be released without payment of penalties up to 3 months before arrival.

For the release of rooms, the following rate will be applied

From 12 to 8 weeks before the event: 50% of the value released

7 to 3 weeks before the event: 75% of the value released

From 2 weeks to the day of the event: 100% of the value released

No Show (rooms not cancelled)

In case of a no-show - if the guest does not cancel the hotel room reserved on time, it will be invoiced completely.

Rates

All bookings for offers published and / or communicated by the Hotel are to be considered "NON-REFUNDABLE" unless otherwise decided by the Hotel itself.

The LA PALMA AU LAC Hotel adopts the Yield Management technique for the management of hotel rates, therefore the prices of the services vary according to availability, length of stay, number of rooms booked, season, payment policies and cancellation.

Credit Cards and Guarantees

Credit cards accepted: Visa, Mastercard, Maestro, American Express.

In order to confirm the reservation, it is necessary to provide credit card details to secure your booking.

The Hotel reserves the right to check the validity of the credit card prior to arrival (by requesting a pre-authorization from the membership circuit).

As an alternative to the credit card as a guarantee, you can pay the full amount at the time of booking.

The guarantee is unrelated to the cancellation policy; should it be necessary for the hotel to return sums paid, the Hotel shall withhold bank charges incurred.

Internet

Wi-Fi internet access is available in the hotel's rooms and public areas.

HOTEL LA PALMA AU LAC

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The connection is free; therefore, there will be no refund / reduction if internet is not available due to problems of force majeure.

Insurance: The hotel incurs no liability and is not accountable for the client's possessions kept inside the room. However, the hotel is liable for damage or loss of property when caused by its negligence. The organizers of Groups / Events are responsible for promptly reporting any damage to the hotel property.

Bank account details

Bank CIC (Schweiz) AG
8021 Zürich CH48 0871 0039 8561 6200 4
MIRGA AG
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Switzerland