

Guest booking and cancellation terms

Our booking terms

- postal or digital booking confirmation.
- 30% credit card prepayment requested based on the total stay amount (providing your credit card number and its expiry date).

Be aware that if you include the breakfast to your booking, there will be no refund on not consumed services.

The deposit is paid after acknowledgment and implies acceptance of all the clauses of this contract, especially on booking terms and cancellation fees set out below.

Our cancellation terms

We would like to inform you that in case of a booking cancellation prior the stay beginning, or in case of an early departure during the stay, it will be due, as a penal clause by the defaulting contractor a fixed fee compensation set as follows:

- **up to 15 days before arrival:** no charge
- **from 14 to 7 days before arrival:** 15% of the total amount
- **from 6 to 3 days before arrival:** 30% of the total amount
- **from 2 days before arrival to no show or early departure:** 100% of the total amount

Thank you to kindly take note of all these conditions.

“All litigations and disagreements arising between persons having contracted as a trader and relating to the validity, interpretation or execution of this contract, will fall under the jurisdiction of Chambéry Commercial Court. The other litigations or disagreements will fall within the designated legal jurisdictions”

Booking and cancellation terms applicable in case of events are the following:

- Non-modifiable and non-refundable reservation.
- **Request for a 50% deposit based on the total amount of the stay**, sent by check or credit card.
- **Payment of the balance upon arrival.** Not refundable even in case of early departure.

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