

GUEST INFORMATION

PAYMENT & CANCELLATION POLICY

Upon check-in, guests must present an ID with photo.

The reservation can be cancelled or modified 14 days before the arrival date, without any additional cost.

If the reservation is canceled between the 14th and the 7th day prior to arrival, the total amount of the reservation will be deposited and a voucher valid for one year will be issued to be used at a later date, subject to availability.

After this period, 100% of the total amount of the reservation will be charged.

In case of no-show up or early departure, or non-acceptance of the voucher, 100% of the total amount of the reservation will be charged.

RESERVATION DEPOSIT

You may be asked to pay a deposit in advance to guarantee the reservation, depending on the situation.

Refund available as per cancellation terms.

CHECK-IN & CHECK-OUT

The check-in time at the houses is between 15:00 and 22:00.

If guests wish to arrive earlier, we recommend you book and pay for the night before your arrival date, so that the house is immediately available and that we can provide the best possible arrival experience.

Check-out is until 12:00.

If you choose not to book an additional night that allows an early arrival or a late check-out, you can enjoy our facilities, while we store your luggage.

CHILDREN AND COTS

All children are welcome.

Cribs are subject to availability.

REST PERIOD

Guests must respect the rest time between 00:00 and 08:00.