



## **Reservations and Pre-authorizations**

Upon confirmation of the booking, a valid credit card is required as guarantee.

Within the terms set out in the cancellation policies, a pre-authorization equal to the value of the full amount of the reservation will be made on the same card. If the pre-authorization is not successful, the hotel does not guarantee the availability of the reserved rooms and will ask the customer for a new credit card.

No deposit is required at the time of booking, if the customer wishes he can make a deposit by bank transfer no later than 7 days from the check-in date.

## **Penalty in case of cancellation**

Until 7 days before client's arrival, no fee will be charged.

- 1 night in case of cancellation from 6 to 0 days before the arrival for stays from 1 to 3 nights
- 2 nights in case of cancellation from 6 to 0 days before the arrival for stays from 4 to 6 nights
- 3 night in case of cancellation from 6 to 0 days before the arrival for stays from 7 to 15 nights

In case of a No-Show (the client does not arrive at the hotel), 100% of the total amount of the reservation will be charged on the credit as a penalty.

No Refundable Rooms or special offers:

Prepayment is required at the time of booking. No changes or cancellations are allowed. The prepaid amount will in no case be refunded.

## **Details on Rates and Service's costs:**

Reservation costs include buffet breakfast, 10% VAT and service. The agreed amounts do not include the tourist tax.

## **Credit cards**

The following credit cards are accepted:

- American Express
- MasterCard
- Visa
- Diners
- JCB

## **Arrivals and departures**

Check in time: from 2.00 pm

Check out: before 11:00am

## **Early arrivals**

Early arrivals on the check in date are managed directly by the Hotel Reservations Manager and it is subject to availability. If you wish to have immediate access to the room, we suggest you book one day in advance.

Departures after the established time

- Until 3:00 pm subject to availability, with a supplement of 50% of the amount
- Until 18:00, subject to availability, the total amount will be charged

If you have chosen not to book the room after the scheduled time, we will keep your luggage in our storage room, and you can relax and enjoy our hotel's facilities until your departure time.

## **Early departures**

In case of early departure, the full amount of the reservation will be charged, in case of serious reasons that justify early departure, the Grand Hotel Riviera hotel reserves the right to assess the situation

## **Extension of stay**

The extension of the stay requires an additional reservation, and is subject to availability and rate changes.

## **Family plan**

There is no additional cost for children under the age of two in the parents' room, unless a cot is requested (with an extra charge of Euro 18.00 per night. For more information contact the reservations office directly.

## **Group booking**

For bookings of more than 4 rooms or groups, different conditions and additional supplements may apply. For more information, please contact the reservations office.

## **Covid – 19**

In case the guest has booked a no refundable reservation and he is unable to travel for covid's restrictions we will offer a voucher to be used until the following year

In case the guest has a reservation with free cancellation, he can easily cancel the reservation 7 days before the arrival date