

Cancellation Policy

1. Introduction

These Cancellation Policy terms govern the conditions for cancelling confirmed accommodation reservations and related services. Their purpose is to ensure efficient planning of the hotel's accommodation capacity while providing guests with clear and transparent cancellation conditions.

2. Cancellation Terms

The following cancellation terms apply to group bookings and reservations involving multiple rooms:

- **Free cancellation** is permitted for up to **10% of the total number of reserved room nights**.
- For cancellations made **28 to 8 days prior to the scheduled arrival date**, a **cancellation fee of 10% of the total value of the reserved services** will be charged.
- For cancellations made **7 to 4 days prior to the scheduled arrival date**, a **cancellation fee of 30% of the total value of the reserved services** will be charged.
- For cancellations made **3 days or less prior to the scheduled arrival date**, a **cancellation fee of 100% of the total value of the reserved services** will be charged.

3. Cancellation Procedure

All cancellations must be submitted in writing. The date on which the written cancellation is received by the hotel shall be considered the effective cancellation date.

4. Individual Assessment

The hotel reserves the right to assess cancellation requests individually in justified cases, particularly in the event of a change of stay dates or for other exceptional circumstances.

5. Final Provisions

These Cancellation Policy terms form an integral part of the hotel's Terms and Conditions and become effective on the date of their publication.