

Sales terms

We thank you for choosing our hotel and we kindly ask you to take note of our following sale policy related to your booking.

PAYMENT

The total amount of your stay will be debited from your credit card account when you make your reservation. The reservation you made could not be changed into another one, and it could not be modified. The extras will be payed at the desk.

These terms do not apply to the TRANSFER SERVICE.

CANCELLATION AND NO-SHOW

Cancellation, modification and no-show will not be admitted and the total amount you paid, are not refundable.

CHECK IN & CHECK OUT TIMES : 12.00 AM check in time ; 12.00 AM check out time

CHILD POLICY

Free for children from 0 to 1.99 inclusive.

Children from 2 to 11.99 enjoy a reduction of 50%.

PETS POLICY

No pets admitted except guide dogs.

TRANSFER SERVICE

We will debit you at the moment of booking for the whole amount of the transfer cost. Refund for this amount is possible if the client cancels 48 hours before arrival. If the cancellation time is not respected, if there is no show or if the client arrives by other means than the taxi provided, the hotel will keep the amount. This sum is due for a one-way journey (Lourdes-Tarbes Airport, Pau-Pyrenees Airport or railway station to the hotel).

On arrival at the airport or at the Lourdes SNCF station, the client must show a booking document⁽¹⁾ to the taxi as proof of payment.

(1) Booking = booking document delivered automatically on the hotelsvinales.com site following on-line booking, e-mail, fax or any other written document sent by the hotel mentioning confirmation of the reservation.

Sales terms promotional prices