

GENERAL TERMS OF SALE

Many thanks for choosing our hotel. Please be advised of our terms of sale here below.

1. PAYMENT and DEPOSIT

100 Euros deposit will be debited from your card on booking and the balance of your reservation will be paid on site. If the total cost of your reservation is less than 100 Euros, the deposit charged will be for the amount corresponding to your reservation.

These terms do not apply to the TRANSFER SERVICE.

2 CANCELLATION and NO SHOW AT THE HOTEL

You can cancel your booking free of charge up to 48 hours prior to your arrival date. For late cancellations or no show at the hotel, none of the deposit will be refunded.

Please register your cancellation on <http://www.hotelsvinales.com> where you will need your booking reference handy.

3 CONDITIONS FOR ROOM OCCUPATION:

Check in: as from 12:00 p.m. - Departure time: at the latest 12:00 p.m.

4 CONDITIONS FOR ACCEPTING ANIMALS

We do not accept animals except for guide-dogs.

5 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.