

Hotel/Accommodation Frequently Asked Questions (FAQ)

Booking and Reservations

What is your refund policy?

You can cancel your reservation up to 48 hours before the scheduled check-in time for a full refund. Cancellations made within 48 hours of check-in may be subject to a cancellation fee equivalent to one night's stay, unless otherwise specified by your booking terms.

How can I make a reservation?

Reservations can be made directly through our website, by calling our reservations desk, or through approved online travel agencies. We recommend booking directly for the best rates and exclusive offers.

Do you require a deposit to book a room?

A deposit equivalent to one night's stay may be required at the time of booking, especially for peak seasons or extended stays. This will be clearly communicated during the reservation process.

What payment methods do you accept?

We accept all major credit cards (Visa, MasterCard, American Express, Discover), debit cards, and cash payments. Bank transfers may be arranged for corporate bookings or extended stays upon prior agreement.

Can I modify or cancel my reservation online?

Yes, you can modify or cancel your reservation online through our website using your booking confirmation number. For any difficulties, please contact our reservations team directly.

Check-in and Check-out

What are your check-in and check-out times?

Check-in time is 3:00 PM. Check-out time is 11:00 AM. Early check-in or late check-out may be available upon request and subject to availability and additional charges. Please contact the front desk to arrange.

What do I need to check-in?

Upon check-in, guests are required to present a valid government-issued photo identification (e.g., passport, driver's license) and the credit card used for the reservation. A security deposit may also be authorized on your credit card.

Can I request a late check-out?

Late check-out requests are subject to availability and may incur an additional fee. Please inquire at the front desk on your departure day to see if a late check-out can be accommodated.

Room Amenities and Services

Is breakfast included with my stay?

Yes, a complimentary continental breakfast is included with all room rates. Hot breakfast options may be available for an additional charge.

Do you have Wi-Fi access?

Complimentary high-speed Wi-Fi is available throughout the hotel, including all guest rooms and public areas.

Are pets allowed?

Pets are allowed under 25kg for a €20 fee per pet, per stay. Please inform us in advance if you plan to bring a pet. Specific pet-friendly rooms are available, and certain restrictions may apply.

Do you have parking facilities?

Yes, we offer on-site parking for guests. Valet parking may also be available for an additional charge. Please inquire about parking rates upon arrival.

Is there a fitness center or pool?

Yes, we have a fully equipped fitness center and a swimming pool available for guest use. Please check with the front desk for operating hours and any specific guidelines.

Do you offer laundry services?

Yes, we provide laundry and dry-cleaning services for guests. Laundry bags and price lists are available in your room. Express service is also available.

Are there accessible rooms available?

Yes, we offer accessible rooms designed to accommodate guests with disabilities. These rooms feature wider doorways, grab bars in bathrooms, and other accessibility features. Please request an accessible room when making your reservation.

Loyalty Program

How does the loyalty program work?

Our loyalty program rewards members with 1 point per €1 spent on eligible stays and services. Accumulated points can be redeemed for future stays, room upgrades, and other exclusive benefits. Join our loyalty program for free on our website to start earning points.

General Information

What are your hotel's hours of operation?

Our front desk is open 24 hours a day, 7 days a week, to assist you with any needs or inquiries. Our restaurant and other facilities have varying operating hours, which can be found at the front desk or on our website.

Is there a concierge service?

Yes, our concierge team is available to assist you with restaurant reservations, transportation arrangements, local attractions, and any other requests to enhance your stay.

What local attractions are near the hotel?

Our hotel is conveniently located near [mention 2-3 key local attractions, e.g., the city center, major museums, popular parks]. Our concierge can provide detailed information and help you plan your itinerary.

Do you have meeting or event facilities?

Yes, we offer versatile meeting and event spaces suitable for various occasions, from corporate meetings to social gatherings. Our events team can assist you with planning and catering services. Please contact us for more information.

How can I provide feedback about my stay?

We welcome your feedback! You can provide comments through a guest satisfaction survey available at the front desk or sent via email after your stay. You can also speak directly with our front desk or management team.