



GENERAL TERMS AND CONDITIONS

Please take time to read carefully the following terms and conditions that you may find useful when planning your visit to our Hotel.

Reservation

Should you wish to accept our quotation, please confirm your booking by email at info@hotelolympus.it.

The reservation must be guaranteed by a non-refundable deposit of € 200,00 per room in low season and € 400,00 per room in high season. This can be paid by bank transfer or credit card (Visa, MasterCard).

Please note that for stays of 3 nights or less, the full payment is required at the time of booking.

Our bank details:

Giove S.p.a | Banca Intesa San Paolo – Portogruaro |
BIC: BC IT IT MM | IBAN: IT08 J030 6936 2430 7400 0174 640

Amendment/cancellation

The reservation will be considered provisional until a deposit has been received. We reserve the right to re let the accommodation if a deposit has not been received within the agreed period. Any change or cancellation request must be made in writing to info@hotelolympus.it

Our cancellation policy is the following:

- **For cancellation made at least 15 days before the arrival date:** the deposit can be used within the next season
- **For cancellation made 14 days or less before the arrival date or in case of no-show:** the entire amount of the deposit is charged as cancellation fee
- **In case of late arrival** due to any circumstances, the entire booked period must be paid
- **In case of early departure** a fee equivalent to the cost of 3-night stay will be charged.

COVID-19 Adjustment to our cancellation policy

Due to the current difficult situation related to Covid-19, we have decided to temporarily adjust our cancellation policy: you have the opportunity to cancel the reservation without penalty if your reservation is affected by Coronavirus-related events such as:

- Border closures, travel limitations on entry into Italy in place during your stay
- Mandatory quarantine enforced by your country's government after returning home from holiday
- Positive diagnosis for COVID-19 before travelling (proof required)

You can choose to be refunded or to receive a credit voucher for the amount of your deposit to spend for a new reservation not later than summer 2022.

However, our normal cancellation conditions apply:

- If you cannot or do not want to start the travel because you are worried about an infection
- If you cannot or do not want to start the travel because you are classified as a risk patient

Voucher saison 2020

The voucher is transferable for a new booking and valid until the end of season 2021. The validity of the voucher can be extended until the end of season 2022 only if your reservation is affected by Coronavirus-related events such as:

- Border closures, travel limitations on entry into Italy in place during your stay
- Mandatory quarantine enforced by your country's government after returning home from holiday
- Positive diagnosis for COVID-19 before travelling (proof required)

Therefore, if the voucher is not used by summer season 2021 for reasons not listed above, the amount it covers will automatically be lost.

During your stay

Hotel rooms are available from 2pm and we kindly ask that all guests depart by no later than 10am.

Rooms are available from 12 pm, when you book the full board option.

Please be aware that full board starts with lunch on arrival day and ends with breakfast on the day of departure. For afternoon arrivals lunch cannot be taken on the day of departure unless specifically agreed in writing at the time of booking. There is no refund for meals which are not taken by guests.

Whilst the hotel will attempt to accommodate requests wherever possible, the hotel does not guarantee special requests such as specific room numbers, floor allocations or views.

Pets are not allowed.

Regarding food allergies or intolerances

Should you have any food allergies or intolerances, please give us advice at the time of booking and we will do our utmost to accommodate these. Our restaurant staff can provide assistance on any questions you may have. Furthermore, please note that whilst precautions will be taken during food preparation to prevent cross contamination, however, we cannot guarantee that there will be no traces of the allergen in the meals provided as the meals are not prepared in an allergen free environment. For that reason, our gluten free menu features exclusively pre-packed foods.

Gluten free menu: € 5,00 per person per meal

Our buffet offers vegetarian options daily.

Paying for your room

Room prices are inclusive of VAT. The local tourist tax is not included in the room rate and must be paid upon departure. For organizational reasons, we kindly ask you to settle up the bill during your stay or on the evening before the departure.

Smoking policy

Smoking is prohibited in all guest rooms and inside the hotel. Guests may smoke at the bar terrace and on their own balconies.

The Hotel reserves the right to charge a specialist cleaning fee in the event we suspect smoking has taken place in your room during your stay.

Alternative accommodation

If an extraordinary and unforeseeable event occurs, or in the event of force majeure, the Hotel Olympus reserves the right to relocate the Client to a nearby hotel of equivalent category. Any additional cost will be payable by Hotel Olympus.

If an allocated room is no longer available, for whatever reason (e.g if the room has become unusable, if an existing guest extends his stay) Hotel Olympus may provide the guests an alternative room of equivalent or higher category.

Applicable law and competent jurisdiction

These terms and conditions, their subject matter and formation (and any non-contractual disputes or claims) are governed by and construed in accordance with Italian law.

Subject to the provisions below and unless mandatory provisions dictate otherwise (as in the case of consumer disputes), any dispute that may arise from an agreement to which these terms and conditions apply, either wholly or partially, will be settled by the Court of Pordenone.