



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

The reservation must be guaranteed by a non-refundable deposit of 30% of the total amount of the reservation. The deposit can be paid:

- by credit card (Visa, MasterCard) using a secure payment link. Upon request we will send you an email with instructions to complete the payment
- by bank transfer. You will find our bank details in the booking confirmation email

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

Should you wish to cancel your holiday, we must receive notification via email prior to your expected date of arrival.

- If you cancel at least 15 days prior to the day of your arrival: the deposit will be applied for a future stay within the next season
- For cancellations made less than 15 days prior to the day of arrival or in case of a no-show: 100% of the deposit will be charged
- In case of late arrival or early departure: the full amount of the whole stay will be charged. Only lunch or dinner will be deducted.

During your stay

Hotel rooms are available from 2pm and we kindly ask that all guests depart by no later than 10am. On the day of departure our guests can use the hotel facilities until 10am (beach service, pool and parking).

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 meals are exclusively pre-packed foods.

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.

The maximum amount allowed for cash payments is € 4.999,99

Children aged 13 and over are considered adults. Please identify them as adults when booking online.

Late check out

Late check-out can only be confirmed at the hotel based on availability
Double room until 6pm - € 45,00 per room

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 reservation 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.