



GENERAL TERMS AND CONDITIONS

Reservation

A non-refundable deposit of 30% of the total stay is required at the time of booking. We provide two methods of payment:

- Credit Card: we accept VISA and MasterCard payments. Upon request, we will send you a secure link via mail through the NEXI PAY platform.
- Bank Transfer.

Cancellation terms

Cancellation terms vary depending on the dates of your stay:

- **6-day notice**
 - For cancellations made up to 6 days prior to the arrival date, the full amount of the deposit can be used for a future stay within the next season.
 - For cancellations made from 5 days prior to the arrival date or in case of a no-show, the deposit paid will be entirely retained as a cancellation fee.
- **8-day notice**
 - For cancellations made up to 8 days prior to the arrival date, the full amount of the deposit can be used for a future stay within the next season.
 - For cancellations made from 7 days prior to the arrival date or in case of a no-show, the deposit paid will be entirely retained as a cancellation fee.

In case of late arrival or early departure, the full amount for the whole booked stay will be charged. A deduction will be applied exclusively for the cost of half-board or full-board supplement that were not used.

The specific cancellation policy for your stay is stated in your booking confirmation. Should you wish to cancel your holiday, we require notification to info@hotelolympus.it prior to your arrival date.

Non-Refundable Rate

Payment is fully taken at the time of booking. Free cancellations or changes to booking details such as travel period, number of people, room category are not permitted. In the event of modification, cancellation, no-show, or unused days (early departure), 100% of the total amount will be charged.

Remaining balance

The room prices take account of the VAT applicable on the day of the reservation and any change of the applicable VAT rate will be automatically reflected in the price indicated on the billing date. The local tourist tax is not included in the room rate and must be paid directly on location at the checkout.

The final balance is payable the evening before departure or at check-out (by debit card, by credit card VISA/MASTERCARD, or by cash up to a maximum of € 4,999.99). If you wish to settle the bill by bank transfer, please make the payment at least 4 days prior to arrival and send us the payment receipt via email. If you need an invoice for your company, provide all required details when you check in.

During your stay

Our standard check-in time is 2pm. Check-out is by 10am on your departure date.

Upon request at reception and subject to availability, our guests can enjoy the pool and bar facilities even after the check-out time. The parking space must be vacated by 10:00 am for arriving guests. There is an unattended car parks close to the hotel.

For an additional fee and upon availability, you can keep your room until 2pm or 6pm. Guests not checking out before this time may be charged for another night.

Special requests

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

Full board

Rooms are available from 12 pm for guests booking 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 recovered on the day of departure unless specifically agreed in writing at the time of booking. No refund will be issued for meals not consumed by guests.

Regarding food allergies or intolerances

Should you have any food allergies or intolerances, please give us advice at the time of booking and again upon arrival. We will do our outmost to accommodate these.

For lunch and dinner, we offer an à la carte menu with a selection of gluten-free starters, main courses, and desserts, in addition to the gluten-free options available at the buffet. For breakfast, we provide a selection of pre-packaged gluten-free products.

PLEASE NOTE : Whilst every precaution is taken during food preparation to prevent cross-contamination, we cannot guarantee that there will be no traces of allergens in the meals provided, as they are not prepared in an allergen-free environment.

Pet policy

Pets are not allowed in the hotel.

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.