

## **Cancellation Policy**

The hotel is entitled to charge cancellation fees.

The cancellation fee is calculated from the total amount of the order, not from the amount of the advance payment. Cancellations must be made by the guest in writing (e-mail, letter) and the hotel is obliged to notify the client in writing of the cancellation (e-mail, letter).

Cancellation conditions of individual stay packages are individual and are always linked to the given package, more info on individual offers.

### **Cancellation policy for accommodation with breakfast - when booking up to 4 rooms:**

Cancellation up to 8 days before arrival date - free of charge

Cancellation 7 - 0 days before arrival date - fee of 100%

The flexible price allows you to cancel or change your reservation. After confirming the reservation, the operator of the accommodation facility has the right to request a deposit in the amount of the total price for the agreed services, usually no later than 8 days before the planned arrival. The guest pays the deposit online with a payment card through the secure payment gateway of the reservation system or by bank transfer on the basis of the issued invoice, no later than 2 days after its issuance. Payment is required for reservations made 2 days or less before arrival date, otherwise it is not required. In this case, the deposit is paid upon arrival at the hotel reception, or we ask for a guarantee by credit card. On the day of departure, the guest will pay the remaining part for accommodation and other services that were credited to his hotel account during the stay (restaurant bill, massages, etc.)

In case of early termination of the stay, the hotel charges a cancellation fee of 100% of the price of the entire order and cancels the rest of the stay.

In case of guest does not pay the price for accommodation in the specified amount and period, the operator of the accommodation facility has the right to cancel the reservation.

In case of a flexible price, the guest is entitled to cancel his reservation at any time before the provision of accommodation services. Cancellations must be made by the client in writing (e-mail, letter) or in the online booking form and the hotel is also obliged to confirm the cancellation of the cancellation in writing (e-mail, letter).

The guest is obliged to pay the operator of the accommodation facility any cancellation fee.

#### Cancel fees

(in case of cancellation of the reservation before starting to use the accommodation services)

8 and more days - free of charge

7 and less days - 100% of the total price

In case of cancellation of the stay, for which an advance payment has already been made and according to the cancellation conditions, the amount of the paid deposit is higher than the cancellation fee, Hotel Chateau de Frontière will return the amount exceeding the cancellation to the customer.

The cancellation fee is calculated from the total amount of the order, not from the amount of the advance payment.

Exceptional situations and cases will be assessed and resolved individually.

#### Non-refundable price

The non-refundable price is a discounted price for accommodation services. In this case, the guest does not have the option to cancel or change the reservation. The condition for obtaining this price offer is a 100% prepayment of the stay when making the reservation. Later cancellation of this reservation is of course possible, but you will pay 100% of your reservation as a cancellation fee. This price is therefore suitable for those who know that their plans will not change. The guest pays the price for the agreed services online by payment card through the secure payment gateway of the reservation system or by bank transfer on the basis of the issued invoice, no later than 5 days from its issuance.

In the event that the guest does not pay the price for accommodation in the specified amount and period, the operator of the accommodation facility has the right to cancel the reservation.

**Cancellation policy for group stays - when booking 5 rooms and more:**

Accommodation reservation is subject to payment of a deposit of 80% of the total price for accommodation and services.

Cancellation period for booked accommodation free of charge is 30 days before arrival.

29-14 days before arrival - cancellation fee of 50%

13-8 days before arrival - cancellation fee of 75%

7-0 days before arrival - cancellation fee of 100%

In case of no-show, the hotel will charge a cancellation fee of 100% of the booking price and will cancel the stay.

The cancellation fee is calculated from the total amount of the order.

After the relevant cancellation date, the hotel is entitled to charge the above prices in accordance with the number of nights booked.

**Method of payment:**

Proforma invoice of 80%

Surcharge in cash, VISA, MAESTRO, MASTERCARD payment card, bank transfer.