



## TERMS, CONDITIONS AND CANCELLATION POLICY

Dear Customer,

Our desire is for you to have the very best experience of Rialb Andorra. To assist us in delivering you that experience we have developed the following policies and guidelines which we respectfully request that you adhere to before and during your stay.

### Arrival and Departure

- The apartment is available from 14:00 on the day of arrival (Check In), For arrival after 23:00, please contact: + 376 749 759
- Departure is no later than 11:00 a.m. (Check Out). Possibility to keep the apartment up to 17:00, availability permitting: **Supplement of €30,00.**

### Accepted Payment Methods

The room price is determined by day.

We accept **MasterCard, Visa** and cash in Euros.

Taxes (**4.5%**) are included in the booking price.

### Booking

Your credit card is necessary to guarantee all the reservations. To confirm your reservation, a deposit will be taken (see "Cancellation"). In case of cancellation, if you paid all or part of the booking online, this amount will be refunded after deducting the cancellation fees.

### Conditions of cancellation or modification of reservation

**General:** Reservations can be cancelled or modified without charge up to **7 days** before date of arrival (except for immediate prepayment offer, which does not allow cancellation or modification).

- Between 7 and 5 days before arrival: **30%** of the travel;
- Between 5 days and 2 days before arrival: **70%** of the travel;

The day before the arrival and in case of no show: **100%** of the travel amount.

#### *Special conditions: Christmas and New Year*

Reservations can be cancelled or modified without charge up to **30 days** before date of arrival.

- Between 30 and 15 days before arrival: **50%** of the travel;
- 15 days before the arrival: **100%** of the travel amount.

### Apartments

The apartments are rented for the number of persons indicated in the booking. The Aparthotel reserves the right to charge the customer, responsible for booking, the cost corresponding to the number of persons recorded in excess, in the presence of the customer or not. The apartments are **100%** non-smoking.

### Children

One child under 12 years is charged **€16,00/night**;

One child under 2 years is charged **€6,00/night**;

Cots (under 2 years) are available on request.

### Access to apartments

The apartments available to our clients are checked, functional and in good condition. Every apartment occupancy leads "ipso facto" recognition by the client following the inventory of furnishings register kept by the Hotelier. Our customers are encouraged to report immediately to the hotel reception any failure.

### Restaurant and Breakfast Operating Hours

- Breakfast is available from 08:00 to 10:30 every day.
- Hot and cold sandwiches, salads, mixed dishes, pasta and pizza are available from 12:30 to 22:00.

For room service, thank you to send you the day before at the reception.

### Parking and Vehicles

Parking is available on site and is free of charge - a closed garage is available (**€8,00/night**). Whilst every care is taken, we accept no responsibility for any theft or damages to vehicles that may occur while moving or parked on our premises.

### Special Assistance

We aim to do our best to accommodate guests with a disability. We have a apartment of wheelchair accessible guest rooms with showers. Most common areas of the Aparthotel are also accessible by wheelchair. Should you require special assistance of any kind, please let us know in advance so that we can assure that your visit is hassle-free and memorable.

### Assistance

The reception staff is at your disposal to remedy any breach or small annoyance at your arrival and throughout the stay. We recommend that you systematically put you in relationship with him.

### Small Pets and Dogs

At Rialb we recognise that pets are like family and are welcome. All pets must be kept on a leash or tie which restricts them to Aparthotel.

- The first animal is charged **€8,00/day** (maximum allowed: **2**);
- A supplement of **€10,00/day** will be required for the second.
- 1st and 2nd category dogs are prohibited. (American staff, Rottweiler, Pit-bull,...)
- Puppies under **1 year**<sup>1/2</sup> are not allowed.
- **Kat:** In your absence, he will have to be in his travel basket.
- Pets must be leashed in all areas of our Hotel and cannot be left alone in the apartment.
- For hygiene reasons, pets are not allowed in the restaurant and for the same reasons cannot be let loose in the gardens.
- If your pet behaves well in a place unknown to him, we can make an exception. (Leave your pet in the apartment)
- Within all the hotel grounds there is no place that allows your pet to meet their needs, so you should wander outside the Hotel collecting your stool.
- Animals cannot climb on beds, sofas, etc.
- Please avoid the use of plates, cups and other utensils Hotel for use or care of your pet.
- Do not bathe your pets in the showers of the room, do not use the towels of our establishment to dry it.
- Remember that the room will not be cleaned while your pet stays inside.
- When the animal is not in the room, please notify the staff so that they can proceed to clean (see "Cleaning" section).
- The owner is responsible for damages caused by your dog to third parties and / or furniture and hotel staff.
- Every owner of a dog stayed at our hotel will leave a mobile phone number to reach you in your absence, if the animal is alone and cause inconvenience to other guests of the hotel or your pet care is necessary.
- The amount of damages caused by your pet during the stay at the hotel will be charged to your account.

### Cleaning – Covid-19 measures

For security reasons, we do not offer a daily cleaning service. It is carried out every 3 days between 09:00 and 13:00. (except kitchen).

Towels are normally changed every 3 days and bed linen every 6 days, as we strive to be environmentally responsible.

**Attention:** the kitchenette and dishes must be cleaned by holidaymakers to their departure. If this rule is not respected, the customers will have to pay a flat rate of **€30,00**.

### Damages and stolen objects

We ask our clients to respect the places and the decoration of your apartment. In case of damage, the customer will incur civil liability. We will have to charge any damage done by the guest in his apartment, or any stolen object belonging to the Aparthotel, prior or after the check-out.

During the stay, a magnetic card allowing free access to the apartment will be given to the customer; if lost, rebuilding will be charged **€5,00**. Think back to the reception your room magnetic card when you leave.

### Forgotten belongings

For any belonging forgotten after your check-out, the postal fees will be at your charge.

### Nuisance

For the respect of the rest of the other guests please not to slam doors or to make too much noise, particularly between 22:00 and 08:00.

**The Rules of Procedure** of the hotel applies to all bookings. Any stay involves the acceptance of specific conditions and rules of procedure of the hotel.