

## GENERAL BOOKING AND CONDITIONS

**These regulations is displayed in the reception, tourist resort, residences. By bindings bookings the guest accept them in their entirety.**

1. **Bookings with “standard rate”:** the bookings will become binding upon receipt of the deposit equal to 1/3 of the rent. **Bookings with “not refundable rate”:** the total booking amount is entirely to pay in advance. The room is not allowed for more people than what is mentioned in the “number of persons” column. Children also will be considered as persons occupying the unit and full paying guests starting. The rooms are rented preferably to families. Groups of young people will be accepted after agreement with the Direction even so a deposit €100, 00 per person will be required.
2. **Cancellation with Standard rate:** in the event of cancellation of bookings with *Standard-rate*, the deposit will not be refunded. **Only** in case of extraordinary limitations, the amount paid will be used for a future stay.

**Bookings with not refundable rate:** the total amount will not be refunded

Early departures or late arrivals will not be refunded.

3. **Arrival:** the guest may occupy the room starting from 14.00 on the arrival day. The keys of the lodging will be given to the guest only after having filled and signed the form with the agreement to the privacy terms and given the personal ID. Discrepancies, breakages, damages and claims must be immediately reported to the Direction, otherwise it will not be taken into consideration and the guest will be held responsible for such breakages and/or insufficiencies.
4. **Arrivals out of reception opening hours:** The guest must occupy the rented accommodation within 24.00 of the day of the arrival. After this time limit, without written communication, the booking will be considered cancelled, and Hotel Astro is authorized to re-rent the same accommodation.
5. **Departure:** the guest shall leave the room before or at 10.00 on the departure day. Leaving after 10.00 without prior authorization, it will be penalized with an additional charge of 100% of the room rental price per night. The guarantee deposit (for groups of young people) will be refunded after the return of the room's keys, deposit receipt and after inspection of the apartment.
6. **Departure out of reception opening hours:** The guest must occupy the rented accommodation within 23.00 of the day of the arrival. After this time limit, without written communication, the booking will be considered cancelled, and Hotel Astro is authorized to re-rent the same accommodation.
7. **Responsibility:** the Direction assumes no responsibility for any valuables or cash not deposited and will not be held liable for accidents occurring to persons, damages to property, losses, thefts or the like
8. **Visits:** guests wishing to receive some visits must previously inform the Direction. Visitors has to register their ID, pay the entrance-fee, and leave before or at 23.00 the same day of entrance. The parking-space is not included.
9. **Silence hours:** all guests are kindly asked to respect silence avoiding noises and sounds which may cause inconvenience, particularly from 23.00 to 08.00 and from 14.00 to 16.00 when absolute silence is requested. In case that the guest does not comply with the rules (unacceptable noise levels disturbing the peaceful setting of other residents, presence of undeclared guests, etc.), the Direction reserves the right to proceed with immediate cancellation of the reservation and the client in question can not request any form of compensation reserves the right to banish the guest immediately without any reimbursement.
10. **Pets:** pets are welcome with extra charge and after agreement with the Direction. Dogs must wear a muzzle and must be kept on a lead; They must be registered on arrival. It is forbidden to introduce dogs at the pool area and at the restaurant. The surcharge for each pet is € 30,00
11. **Energy saving:** hot water and electric energy have to be used in an ecological and rational way

**Any needed repair will be done by persons authorized to enter the apartment even in absence of the guest.**