

Accommodation

Reservation conditions (Accommodation)

Conditions of offers

- All offers are subject to availability at time of booking.
- The offers can not be combined with any other offer or contract and do not apply to groups. Rates are per apartment, per night, vary by arrival and / or length of stay. In the case of early departure, the total originally booked nights will be charged. Fees are subject to change.

Policies and conditions

- The transaction of a reservation implies that the client accepts the general conditions that are part of the reserve.

Reservations

- At the time of booking, you will be asked a credit card guarantee and a deposit of 30% of the total reservation (if not specified otherwise) to confirm daily rate and booked package. The outstanding amount will be charged at the time of check-in at the hotel. Most credit cards are accepted, except American Express. You can also make a bank transfer.
- Booking conditions: 30% of the reservation will be charged at the time of making the same, except for bookings made before 30 September 2016.
- Booking conditions non-refundable: the total amount of the reservation at the time of making such reservation will be charged.
- In the case of early departure, the total originally booked nights will be charged. It is allowed a maximum of 1 baby per room.
- You benefit from a 20% discount on ski rental and service shops in our 3 shops in Arinsal.
- For your convenience and to avoid waiting at the box office you can book your ski pass purchase and "Vallnord" in the reception of our hotel. You will be asked the full name, date of birth, first day of skiing, the total days you want to ski and number of people. For this we require a reservation of at least 24 hours in advance.

- We have available a covered at the price of 12 euros per day you can book by calling our apartments a few days before arrival (subject to availability) private parking.

Check in - check out:

- The day of arrival may occupy the apartment from 15:30 pm (if the apartment was ready, we would have no objection to hand over the keys before that time. Contact us).
- During the check-in, you must show your identity card and will be asked for your credit card as a guarantee, that meet the data protection law, they will be destroyed immediately after check-out. The day of your arrival your room will be available from 15h30.

It is mandatory documentation of all occupants according to the Law Registry of Tourist Accommodation Occupancy.

- The day of departure must leave the apartment before 12 noon. Please inform reception in case of delay. You can leave in the afternoon, when our availability allows and paying a fee of 25 €.
- If you plan to arrive after 20:00, please let us know. We will explain how and where to collect the apartment keys. Our reception is open from 9.00hrs to 12.30hrs and 15.30hrs to 20.00hrs

The rent of the apartment includes:

- Water, electricity, heating, ski/bike lockers, outside parking and internet WIFI.
- The apartment is cleaned and it has a set of sheets and towels per person, one roll of toilet paper per apartment. If you need more, ask at our reception paying a supplement.
- Broom, dustpan, mop and cleaning kit for the kitchen.
- Kitchen utensils.
- Blankets and bedspreads.

The customer must provide on arrival:

- Payment of outstanding bills: Total price less deposit payment (if applied)
- We might ask the customer a credit card deposit to ensure the proper care and use of the apartment, furniture and fixtures – 150,00 euros deposit.

- The deposit will be returned in the day of departure after checking the apartment is in good condition and cleaned. If it is not cleaned, we will retain a 50€ supplement in concept of cleaning.

Cleaning:

- The cleaning of the apartment during the stay is the responsibility of the occupants. If you wish, you can hire our cleaning services. Ask at reception!
- The customer agrees to preserve and maintain the property in good condition.
- The apartment is cleaned and must be returned in the same state. In the apartment you can find appliances and utensils for cleaning (ask the housekeeper or reception)
- For stays longer than 7 nights will be held on Wednesday a total change of sheets and towels and a free cleaning.

General rules:

- We urge our customers to respect the other guests between 22:00hs and 8:00hs and not make noise in the apartment and common areas.
- You can not do parties or big meetings in the apartment that may cause inconvenience to other guests
- Smoking and other are not allowed in the apartment and / or common areas.
- In case of repeated complaints from neighbours about excessive noise or disruptive behavior by a client or any person lodged in the apartment, the property reserves the right to ask to leave the apartment immediately without any refund of payment for booking or bond.
- The confirmation by the client implies acceptance of these rules.

Other informations

- The Sant Moritz apartments are located approximately 200 km from Barcelona International Airport and / or Toulouse Airport. You can arrange with the reception department, transfers service, from airport to hotel and vice versa. You'll also find taxi service and car rentals in the arrival terminal.
- Pets not allowed between the months of December to April.
- Relax area: we have a relaxation area with sauna. See reception for availability and reservations.

Cancellation policy (Accommodation)

Cancellations will only be accepted if they are in writing via letter, fax or email with a corresponding signature.

We will not accept any cancellation made by phone. In case of cancellation:

- The hotel will refund the deposit paid if reservation is cancelled with 14 days or more in advance.
- If the cancellation is made less than 14 days and more than 7 days before the day of arrival, we will retain 30% of the total reservation.
- If the cancellation is made 7 days or less before the day of arrival, the hotel will charge the total cost of the reservation including contracted board.

For booking cancellations: santmoritz@santmoritz.com.

Cancellation conditions in **non-refundable reservations**:

In non-refundable bookings, the total amount of the reservation will be charged at time of booking. This amount will not be refundable in case of modification, partial or total cancellation of the reservation or no show at the hotel.

In the event that the customer is not present at the hotel the day of your scheduled arrival, your reservation will be listed "no show" and the total amount of your reservation will be charged.