

**Accommodation**

**Reservation conditions (Accommodation)**

**Reservation confirmation**

Once you have made a reservation, you should receive an immediate confirmation by email. Please ensure you have introduced your correct email address. In the unlikely case that you didn't receive this confirmation, please let us know immediately sending an email to [info@hoteltropicalibiza.com](mailto:info@hoteltropicalibiza.com).

**Method of payment**

**Standard Rate (flexible cancellation)**

First night cost will be charged when your reservation is confirmed. The pending amount will be charged on the arrival date at your hotel check-in. To charge the first night cost you are requested to provide us your credit card details. The credit card holder must be one of the guests staying in the hotel. The credit cards accepted are Visa, Visa Electrón, Euro/Mastercard, 4B, Maestro, Solo and Switch. The hotel reserves the right to check the validity of the credit cards before the date of arrival.

**Non Refundable Rate**

The total cost of the reservation will be charged when the reservation is confirmed. Reservations booked under this rate cannot be amended or refunded.

Reservations on our website are totally secure, all personal details are encrypted and processed safely.

If you do not feel comfortable providing your credit card details on the internet we offer the possibility to make your reservation over the phone or by email, always honouring the prices published on our website. At the Hotel Tropical we are very serious about data protection, and we only use our clients private information to process the reservation.

**Cancellation policy (Accommodation)**

**Cancellation policy** If you cancel 48 hours before check-in (12.00 o'clock midday on the day of arrival) the hotel will not charge you. If you cancel two or less days before arrival and you do not turn up, the hotel will charge you for the first night.

Non refundable bookings cannot be refunded (100 % cancellation fees)

You can cancel your reservation by calling +34 971 34 00 50, by fax +34 971 34 40 69 or by email at [info@hoteltropicalibiza.com](mailto:info@hoteltropicalibiza.com) in which you must clearly mention your name and reservation reference number which is included in the reservation confirmation email. If you have made a previous deposit, when it proceeds, it will be returned to you immediately to the same bank account linked to the credit card through which the payment was made.