

BOOKING

CONFIRMATION OF OPTION

In order to confirm a reservation, a deposit will be required as follows:

During the « Very High Season » and « High Season » weeks (from 16/12/16 to 08/01/17 inclusive and from 04/02/17 to 18/02/17 inclusive)

- 50 % of the total amount for all stay of more than 2 nights
- 100% of the total amount for all 1-night stay

For the rest of the season

- 30 % of the total amount for all stay of more than 3 nights
- 50 % of the total amount for all 2-night stay
- 100% of the total amount for all 1-night stay

The deposit will be deducted from the bill at the end of the stay.

CANCELLATION OR MODIFICATION

All cancellations must be sent by post, fax or e-mail. Only the date of receipt by Hotel LA MOURRA 5* is valid.

- **At least 45 days before arrival (60 days during the “very high” and “high” seasons weeks)**

For any cancellation, the deposit is reimbursed with a deduction of 50 € per room for administrative fee.

For any shortened holiday, partial cancellation of rooms or people booked, 50 € per room for administrative fee is applied.

- **Less than 45 days before arrival (60 days during the “very high” and “high” seasons weeks)**

For any cancellation, shortened holiday, delayed arrival, speed up departure, partial cancellation of rooms booked or people, or no-show, the full prepayment is kept and cannot be postponed. Besides, no other fees will be applied.

ARRIVAL AND DEPARTURE

Rooms are ready at 3 pm on your arrival day, and must be released by 12 noon on your departure day.

An early or late check-in should be mentioned before arrival.

A late check-out after 12 noon, **on previous request and depending on availability**, may result additional charges.

NON-SMOKING

All our rooms are strictly non-smoking. We request our guest to smoke only outside on the balcony; a pocket ashtray is available in the room. If smells of cigarettes and/or damages due to tobacco consumption are inflicted in the room, the hotel may reserve the right to invoice the cost of the cleaning service.

RESTAURANT

BREAKFAST

Breakfast is served buffet-style in our restaurant, or in the room with supplement.

If our guests wish to have dinner in one of our restaurants, we highly recommend that they book a table in advance (subject to availability).

FOOD SERVICE

At lunch, the hotel bar provides a light selection (hot and cold), a child menu and in the afternoon, a large choice of pastries.

For dinner, a **Japanese influenced cuisine** is served for a marvelous and friendly dinner.

In addition, a room service menu is available 24h/24.

WELLNESS SPA

Free entrance to our Wellness Centre: heated indoor swimming pool 17 meters long, sauna, steam room and relaxation room.

Our physiotherapists and osteopath provide a wide range of massages, on request and on supplement.

Spa “My Blend By Clarins”: our beauticians propose our clients a full range of “Clarins” personalized massages and treatments, on request and on supplement.

OTHER INFORMATION

Animals are accepted in the room with a supplement of 30 € per day, per animal (does not include meals). They are forbidden in our Spa and the restaurant.

We do not have any extra bed.

Baby cot (up to 3 years old) can be added for free in all our rooms.

The parking is on supplement : 22 € per vehicles and per day (indoor garage, directly accessible from the Hotel)

HOTEL VILLAGE LA MOURRA 5 *** - Famille CERBONESCHI**

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