



CANCELLATION POLICY

General Terms and Conditions for Individual Guests

RESERVATIONS

- 1) Booking enquiries
 - a) must be received in writing (by letter, fax or e-mail);
 - b) must be guaranteed by advance deposit, amounting to the rate of 1 night + 30% of entire stay;
 - c) must authorize the Hotel to charge advance deposit to credit card (MasterCard/VISA circuit).
- 2) Reservations must be confirmed by the Hotel by letter, fax or e-mail within the 48 hours following payment of advance deposit.
- 3) In the case of no payment of advance deposit, booking enquiries will be invalid.

CANCELLATIONS AND REIMBURSEMENTS

- A) Cancellations must be received in writing (by letter, fax or e-mail).
- B) Cancellation fees:
 - Up to 30 days prior to arrival date, advance deposit will be refunded and no charges will apply;
 - from 29 days to 3 days prior to arrival date, advance deposit will not be refunded and a fee charged to credit card of up to 50% of entire stay booked;
 - from 2 days prior to arrival date, advance deposit will not be refunded and a fee charged to credit card up to 100% of entire stay booked.
- C) Any early departure will be considered a cancellation.
- D) In the case of no-show or early departure, advance deposit will not be refunded and a fee charged to credit card up to 100% of entire stay booked.
- E) Penalties for cancellations will be transformed into credits for stays at Hotel Rudy within six months of cancellation.