

CANCELLATION POLICY HÔTEL LES ONDINES SUR LA PLAGE

Grand Cul De Sac Plage

97133 SAINT-BARTHELEMY F.W.I.

SIRET : 445 199474 00013 APE : 5510Z

E-mail : reservations@lesondineshotel-stbarth.com or les.ondines@orange.fr

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Tel: (+59)0590276964 from USA 011590590276964

WhatsApp +590690687973

We advise our customers to purchase travel insurance and verify validity of their passports as well as visa needs.

The availability of rooms on arrival day is from 3:00 pm and release the day of departure before noon.

Please advise us if you arrive after 8:00 pm.

LOW SEASON from April 16th to December 14th included

Cancellation or modification up to 30 days prior to the arrival date, Hotel requires 10% of the total booking amount.

If canceled or modified less than 30 days prior to the arrival date, Hotel requires 30% of the total booking amount.

Cancellation or modification less than 3 days before the arrival date or in case of no-show, the establishment requires 100% of the total booking amount.

Deposit: To confirm the reservation a deposit of 30% of the total amount is required.

HIGH SEASON from January 07th to April 15th included

Cancellation or modification up to 60 days prior to the arrival date, Hotel requires 10% of the total booking amount.

If canceled or modified less than 60 days prior to the arrival date, Hotel requires 30% of the total booking amount.

Cancellation or modification less than 7 days before the arrival date or in case of no-show, the establishment requires 100% of the total booking amount.

Deposit: To confirm the reservation a deposit of 30% of the total amount is required.

SPECIAL CHRISTMAS AND NEW YEAR from December 15th to January 6th included:

Cancellation or modification up to 60 days prior to the arrival date, Hotel requires 30% of the total booking amount.

If canceled or modified less than 60 days prior to the arrival date, Hotel requires 50% of the total booking amount.

Cancellation or modification less than 15 days before the arrival date or in case of no-show, the establishment requires 100% of the total booking amount.

Deposit: To confirm the reservation a deposit of 50% of the total amount is required.

NOTE:

- **For non-refundable rates the hotel requires a 100% of the total booking amount.**
- **In specific cases and at the owner and manager's discretion a 1-year voucher can be issued.**

Rooms & General

- ☐ **The credit card of the person who paid the deposit and passport of all guests will be required at check-in.**
- ☐ All rooms are non-smoking. All costs resulting from the deodorization or maintenance due to smoke are the responsibility of the occupant of the room, a flat rate of € 100.
- ☐ Any damage within the facility will be charged.
- ☐ For lost and keys not returned 50 euros will be charged to the hotel bill.
- ☐ A tourism tax of 5% must be paid at check out
- ☐ Pets are not allowed in the establishment
- ☐ Parties and noise are prohibited after 10:00 p.m.

PLEASE COMPLETE THIS FORM TO GENERATE THE DEPOSIT PAYMENT LINK

Reserved Suite _____ Dates : from ____/____/____ to ____/____/____

Main guest full name _____

Billing address: _____

City _____ Country _____ Zip code _____

Telephone: _____ E-mail: _____