

General terms and policy of cancellation for our Fassbind Hotels

A. Conditions of cancellation and payment

1. Rooms

- 30 days prior the arrival, for a group booking which is more than 10 rooms, we expect to receive the preliminary rooming-list.
- Free of charge release up to 5 rooms per week prior the arrival (5 rooms per 1 week prior the arrival, 10 rooms per 2 weeks prior the arrival ...) All cancellation out of this time limit will be charged 100% for the whole stay.
- At least, 1 day prior the arrival (before noon local time of the hotel) = Possibility to cancel maximum 3 rooms without any extra fees. After this delay or for more than 3 rooms, any cancellation, no-show or modification of a booking will be charged 100 % for all the duration of the stay.
- Check-in starts at 2:00 pm / Check-out until noon

2. Bookings for seminars, conferences, gala dinners or expositions :

- Up to 10 weeks prior the event starts : you can release 100% without penalties
- Then, for each week, 10 % of the full amount is due. This means, possibility to cancel for free 90 % 9 weeks prior the arrival, 80 % 8 weeks prior the arrival and so on.
- 5 weeks before the event starts, we request a written confirmation. We also need to be informed about the number of persons having meals.

We will request a 50% payment of the full amount due, in accordance with our agreement for meetings and meals. Without this two points (written confirmation and payment), we assume that we can sell back at anytime the conference rooms you previously booked.

1 week prior the event starts, we request 90 % of the full amount due in accordance with our agreement for meetings and meals.

- If we do not get the payment in time, we assume your booking is cancelled. If any cancellation should be done after we received the money, refund is not suitable.
- 4 hours before meals, we accept amendment for 5% of the persons without any extra fees. Any other cancellation for meals will be charged 100% for the full agreement (meals, coffee breaks..)

B. Conditions of confirmation

1. We assume a booking is definitely confirmed only if the guest paid the full amount due by bank transfer prior the arrival.
2. For individual bookings, we also accept that guest confirm by providing us :
 - a. a copy of his credit card (front and back)
 - b. the official signature relevant to this card
 - c. a note which confirm that guest allows our hotel to debit his credit card
 - d. the full amount for the whole stay should appear (this one will be charged on the credit card by the hotel)

Once the hotel received this information, we assume your booking is confirmed

3. We only accept written cancellations which are made in time and in accordance with our terms.
4. For some special events, Fassbind hotels can change these terms & conditions.
5. These terms and conditions will only apply for booking made directly to the hotel by the guest.



Fassbind Hotels

Committed to your restful sleep

www.fassbindhotels.com