



TERMS & CONDITIONS

Check-in / Check-out

- Check-in – from 14:00
- Check-out – to 12:00 (noon)
- Early check-in (from 8 am) and late check-out (to 6 pm) for additional charge 20 EUR per person/night.

Payment

We accept these cards: AMERICAN EXPRESS, VISA, VISA-ELECTRON, EUROCARD, MASTER-CARD, MAESTRO, DINNERS CLUB INTERNATIONAL, JCB. Payment in cash is possible too.

Accommodation with children

In case of occupancy with one adult and child, we charge the adult price for single room and for child according to the age (free of charge up to the age of 5 and with 50 % discount age from 6 to 10). Children aged 11 years pay the price as adults.

Transfer

From train station Mariánské Lázně to hotel free of charge (on request 8:00 to 18:00).

Complaints

In case of any problems contact the hotel Reception or Marketing immediately.

Cancellation policy

We respect your privacy. We do not market, rent or sell our email list to any outside parties.

We recommend our clients to purchase insurance for trip cancellations. Below cancellation fees apply:

- Up to 20 days before the arrival date – no charges
- Between 20 and 14 days before the arrival date – 10 % of the cancelled reservation value
- Between 13 and 7 days before the arrival date – 20 % of the cancelled reservation value
- Between 6 and 1 days before the arrival date – 50 % of the cancelled reservation value
- On the day of arrival and no shows will be charged 100 % of the cancelled reservation value

In the case of early departure and for unused booked services and changes of booked services during the stay any financial reimbursement is provided.

In the case of no shows in the booked time of spa treatment, it will be not reimbursed. In the case of 5 minut delay or not cancelled spa treatment minimal 12 hours before starting, the treatment will expire and will be charged to the account!

Any changes of spa treatments or their times for additional charge 50 CZK/spa treatment!



HOTEL CRISTAL PALACE

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