

Payment and Cancellation Policy

Booking

The written, - or phone offer given by our colleague is only considered a reservation in the case of written booking. With this request, the guest accepts the hotel payment and cancellation conditions. Our colleague going to finalize the reservation on the based on request of confirmation, and going to send a confirmation. The Customer must include the date of arrival, departure, the name of the guests, the billing address and, in the case of children, their date of birth. Our employees finalize the booking based on the customer and make a confirmation of this.

Cancellation of the service

In case of cancellation, modification, or any other change, the guest must inform the hotel in a written way before arrival. In case of individual orders, it is possible to cancel without penalty, until the date of the deposit payment. If the Guest does not arrive or cancels the booking within the specified deadline, 100% of the deposit will be treated as a cancellation fee.

Deposit

We going to ask you to pay 30% of the amount of the ordered services, in case of priority periods it's 50% within 5 calendar days after booking. The deadline for payment of the deposit may vary, depending on the occupancy and priority periods. When transferring, please include the guest's name, billing address and reservation ID in the comment section. The hotel issues an advance invoice once the money arrived, which can be picked up at the reception upon arrival.

Method of payment

30% or 50% of the total amount of the stay need to be paid by transfer within 5 calendar days after the confirmation sent by the Hotel. If there is 3 days or less between booking and arrival, the guest will pay the full amount at the reception upon arrival. In case of any additional cost(s) (food and/or dring beverages, any other services) you need to pay on the day of the departure. In case of the delay of the payments, we going to cancel your reservation automatically.

We accept: cash, transfer, card (Visa, American Express, Maestro, Mastercard).

For other payment options, please contact our colleagues.

In case of transfer, the bank account details of our hotel:

Name:	TAPPE Szállítási Kft.
OTP bank account:	11733003-20125813-00000000
SWIFT (BIC) code:	OTPVHUB
IBAN account number:	HU41117330032012581300000000

Please contact us with your questions about the payment and cancellation terms at one of the following contact details:

Phone: +36 66 740 740 / + 36 30 200 70 70

Email: info@arcanumhotel.hu