

GRAND HOTEL
ADMIRAL PALACE
CONGRESS & BEAUTY

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General Conditions

ACCESS TO THE WELLNESS AREA

Following the latest ministerial decree, we inform you that access to the spa will be limited by time slots lasting 2 hours each. The time slot must be booked before arrival at the hotel by writing to info@admiralpalace.it or by calling 0578-63297 (extension 3).

The time slots are: 9: 30-11: 30, 14:30 -16: 30, 17: 00-19: 00.

In case of failure to book in advance, entry to the SPA CANNOT BE GUARANTEED.

We inform you that children up to 14 years can access the "Oasi Four Roses" wellness center only in the morning from 9:30 to 11:30. During the holiday periods, the access time or / and the age restrictions may vary.

MANDATORY ADDITIONAL COSTS:

We inform you that the city of Chianciano Terme has introduced a tourist tax of € 1.00 per person per night for a maximum of seven nights from 16 May 2012. The tax must be paid at the facility and is always considered excluded from the rates. Children under 13 are exempt from the tourist tax.

CHECK-IN, EARLY CHECK-IN, CHECK-OUT AND LATE CHECK-OUT: our rooms are at your disposal from 2:00 pm on the day of arrival until 10:00 am on the day of departure. Any requests to anticipate or postpone this time can be made two days before arrival as they are services subject to availability. The early check-in and late check-out services have extra costs: early check-in (not before 10:00) and late check-out (not later than 18:00) equal to € 30.00 per room for service.

RESERVATION CONFIRMATION AND GUARANTEE:

Any quotation and / or telephone availability will have no validity; in the case of a written reply from our offices upon request for availability and / or quotations, the same will be valid for 6 hours after the time of the reply email and in any case until rooms are available. Any written confirmation not accompanied by the deposit will be considered void. If stays and / or stay packages have been booked that include additional services, such as restaurant services or wellness services or other extra services, if they are not used or partially used, there are no reductions and / or refunds and / or compensation from the booked fee. . In case of early departure with respect to the confirmed dates, there is no refund and therefore the full amount will be charged. To confirm and guarantee the reservation, we require 100% of the value of the first night of the stay as a deposit. Any cancellation or cancellation must be communicated in writing via email to info@admiralpalace.it.

In case of cancellation:

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- All our reservations can be canceled free of charge (unless otherwise specified) if made within 3 days of the arrival date. In this case the deposit will be returned in full

- From 2 days before the date of arrival to the day of arrival or in case of no-show, the amount of the deposit paid as a confirmatory deposit will be retained. During bridges, holidays such as Christmas, New Year, Easter and August 15th and / or on the occasion of special events (meetings, conferences, etc.) and special offers (such as, for example, the use of the holiday bonus) our offices reserve the right to adopt different cancellation policies, such as the "non-refundable prepaid" rate: the same provides for the deposit as the balance of the stay. The conditions of this rate, unless otherwise specified in the booking conditions, are non-changeable and non-refundable.

TERMS OF PAYMENT:

We accept payments in cash, bank checks (not endorsed), credit cards or debit cards. Cash is not accepted for payments over € 1,999.00, pursuant to law decree 208 of December 28, 2015.

We inform you that for the issuance of the invoice it is mandatory to communicate the header complete with tax reason, VAT number and C.F. before the reference payment is made; otherwise, a regular tax receipt will be issued, which cannot be changed in any case on the invoice.

OPENING HOURS AND ACCESS TO THE RESTAURANT:

For bookings that include half board or full board, the guest will have reserved the table exclusively for dinner. If full board is booked, it will include dinner on arrival and lunch on departure, unless explicitly and otherwise requested at the time of booking.

Gentlemen are obliged to sit in the dining room, for dinner, with long trousers.

The hours of access to the restaurant are as follows:

Breakfast: from 7:00 to 10:00

Lunch: from 12:30 to 14:00

Dinner: from 7.30pm to 9.30pm

Please note: Hours and services are subject to change based on special events

Di seguito il link per la visualizzazione della nostra Carta dei Trattamenti

SERVICES FOR CHILDREN:

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The mini club service (3-11 years) costs € 8.00 per hour per child and is a service on request available from 2.30pm to 7.00pm (to be booked 4 days before arrival ; at least 3 hours a day are required) with educational activities and games, entertainment and playroom. During the holidays, the access time may vary. Children under the age of 3 can access the mini club only if

Accompanied, followed and supervised by at least one parent; alternatively, a specific baby-sitting service is required, available on request when booking, at a cost of € 15.00 per hour.

ANIMALS:

Pets are accepted with a supplement of € 10.00 per day per animal and only if their presence is confirmed at the time of booking; their access is forbidden in common areas such as wellness center, indoor bar area, restaurant, indoor and outdoor swimming pool. The structure provides on request a dog-sitting service at a cost of € 8.00 per hour per animal with a minimum required of 3 hours per day.

Supplements and reductions:

- children from 0 to 3 years n.c. they are free in the parents' bed. If, on the other hand, they need a cot, there is a supplement of € 10.00 per person per day

- children from 4 to 11 years n.c. they have a supplement of € 40.00 per night

- children from 11 to 17 years n.c. have a supplement of € 70.00 per night only in Junior Suite

Third adult bed is available only in the Junior suite room and has a 20% reduction on the price per person