



Booking and Cancellation Terms

What happens if I can no longer go on vacation?

After booking, you are required to pay a 30% deposit within 3 days.

1. If you cancel up to 15 days before your arrival date, the amount paid will be refunded in full.
2. If you cancel up to 7 days before your scheduled arrival, you will be issued a voucher that can be used within 6 months of issuance and is transferable to third parties.
3. If you notify us of your cancellation within 6 days of your arrival date, the entire amount paid will be forfeited.
4. If you no-show without prior notification, the amount paid will be forfeited.

What if I pay more than 30% or pay the entire amount for my vacation but I can no longer come?

30% of the total stay will always follow the cancellation policies that regulate the deposit. Depending on the cancellation date, it will be refunded by bank transfer, issued as a voucher, or retained. The remaining amount will always be refunded by bank transfer, even if the cancellation occurs just a few days before arrival.

What happens in the event of an early departure or late arrival compared to the official agreed-upon date?

- a) In the event of an early departure, payment for at least three nights at non-discounted rates will be required.
- b) In the event of a late arrival, payment for all nights will be required.

HOTEL AMBRA di Balduzzi Giovanni & C. s.n.c.

Via Lattanzio Querena, 22 - 24023 Clusone (BG)

Tel. 0346.21314 - Fax 0346.920785 - www.hotelambraclusone.com - info@hotelambraclusone.com

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c) In the event of serious illness (with a certificate) of the guest or bereavement, payment will be required only for the nights used, leaving any discounts or promotions obtained at the time of booking unchanged (on the daily rate).

Please note:

Check-in: Room assignment is guaranteed from 2:00 PM. If you arrive earlier, you can already have access to all services, including lunch.

If you arrive after lunch, you can make up for it on the day of departure with a packed lunch, which you can request the evening before departure or in our restaurant.

Check-out: Services end with breakfast. The room must be vacated by 10:00 AM.

MEALS NOT CONSUMED: Meals not consumed at the hotel are not deductible from the price of the accommodation.

DISCOUNTS: Discounts cannot be combined with other discounts or special conditions unless specifically indicated.

HOW CAN I PAY FOR MY STAY?

Directly at the hotel in cash, by debit card, or by credit card.

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