



SAVOY WESTEND HOTEL

★★★★★  
LUXURY SPA RESORT  
KARLOVY VARY

## Payment conditions

Stays from 1 to 6 nights	100% payment 48 hours prior to arrival at latest
Stays of 7 and more nights	100% payment 14 days prior to arrival at latest
Group stays (3 and more rooms or 6 and more persons)	100% payment 21 days prior to arrival at latest
Stays which fall between 28. 04. – 10. 05.	100% payment on 28. 03. at latest
Stays which fall between 28. 12. – 10. 01.	100% payment on 28. 11. at latest

Reservations made after the date of payment will be confirmed after immediate payment in full. Reservation will be confirmed only after providing a guarantee with a debit or credit card.

## Cancellation conditions

Stays from 1 to 6 nights		
❖ Cancellations made less than 48 hours prior to arrival		100% of the price of the 1st night
❖ Cancellations made within stay (stay shortenings)		100% of the price of the next night
Stays of 7 and more nights		
❖ Cancellations made less than 14 days prior to arrival		50% of the total reservation price
❖ Cancellations made less than 7 days prior to arrival		100% of the total reservation value
❖ Cancellations made within stay (stay shortenings)		100% of the next three nights
Group stays (3 and more rooms or 6 and more persons)		
❖ Cancellations made less than 21 days prior to arrival		50% of the total reservation value
❖ Cancellations made less than 14 days prior to arrival		100% of the total reservation value
❖ Cancellations made within stay (stay shortenings)		100% of the total reservation value
Stays between 28.04.and 10.05.		
❖ Cancellations made after 28.03.		100% of the total reservation value
❖ Cancellations made within stay (stay shortenings)		100% of the total reservation value
Stays between 28.12. and 10.01.		
❖ Cancellations made after 28.11.		100% of the total reservation value
❖ Cancellations made within stay (stay shortenings)		100% of the total reservation value

Reservations made after the date of payment will be confirmed only after immediate payment to full extent. Reservation will be confirmed only after providing a guarantee with a payment or credit card.

Cancellations should be made (exact hours or days specified below) before your expected arrival time. If you fail to do this or in case of **no-show**, you will be charged the accommodation cost specified below.

**Please note**, that you will find the hotel's contact details on the confirmation email that you will receive after completing your booking.

## Securing against possible booking cancellation<sup>★</sup>

Each stay at the Savoy Westend Hotel, regardless of the type or length, can be secured against a possible booking cancellation. The cost of securing against possible booking cancellation is **10%** of the reservation price. The cost of securing against possible booking cancellation is not subject to any discount or commission and is non-refundable. Provided the cost of securing against possible booking cancellation is paid, no cancellation fee will be charged.

\*A cancellation is considered any change of booking (stay shortening, room type and room category changing, range of services etc.) made known before arrival or within the stay.



## *Cancellation conditions for "early bird" offer*

For application of EARLY BIRD DISCOUNT the 100% payment of total reservation value in the moment of booking is required. Cancellation or any changing (stay's shortening) of such reservation is subject to cancellation fee in the amount of 100% reservation value.

**Hotel provides the possibility to rent a parking space in underground garages or outside car park for 15EUR / day. Parking is free for members of the Royal Club loyalty programme. Parking space rent needs to be booked in advance as the number of parking spaces is limited.**

## *Dress code*

We kindly request you to wear appropriate social clothes on the premises of the Savoy Royal Restaurant, the Savoy Restaurant, and King's Club Bar. To ensure the maximum comfort of your stay we would like to request not to enter to the communal areas while wearing a swimsuit, a bathrobe, a tracksuit, sport shirt or trousers shorter than a knee-long. We appreciate that your suitable choice of clothes promotes the elegance and high quality of our hotel.

## *Important information*

In the period **from January 28th 2020 till February 3th 2020** hotel's swimming pool will be out of operation because of the obliged technical service. As a compensation for this inconvenience hotel will provide in a period of the swimming pool closure (28.01.-03.02.2019) 10% additional discount for all types of stays.

**From June 28th 2019 till July 7th 2019** the parking fee is 25 EUR per day. Parking space must be booked in advance for this period and it must be confirmed in writing by the hotel.

