



Terms & Conditions for Homepage bookings

1st of February, 2023

1. IN GENERAL

Hotel Grand Palace Ltd (“www.grandpalaceriga.com”) owns and operate this Website. This document governs your relationship with www.grandpalaceriga.com (“Website”). Access to and use of this Website and the products and services available through this Website are subject to the following terms, conditions and notices. By using the Services, you are agreeing to all of the Terms and Conditions.

Access to this Website is permitted on a temporary basis, and we reserve the right to withdraw or amend the Services without notice.

This Website may contain links to other websites, which are not operated by www.grandpalaceriga.com. www.grandpalaceriga.com has no control over the Linked Sites and accepts no responsibility for them or for any loss or damage that may arise from your use of them. Your use of the Linked Sites will be subject to the terms of use and service contained within each such site.

2. TERMS OF SALE

By placing an order you are offering to purchase a product or service on and subject to the following terms and conditions. All orders are subject to availability and confirmation of the order price.

2.1.1 ACCOMMODATION SERVICES

Hotel Grand Palace Ltd offers reservation services for hotel rooms and other complementary services or products.

The essential characteristics, availability dates, price, options offered, payment conditions and particular conditions of sale applicable to the selected rate (guarantee policies, cancellation conditions, check-in time, member rate conditions, etc.) of the offered Hotel Grand Palace Ltd are presented during the reservation process.

2.1.2 COMPLEMENTARY SERVICES

The Site also allows the reservation of Complementary Services, such as breakfast, a bottle of champagne on the Customer's arrival or the upgrade of Accommodation Services etc.

This information is communicated to the Customer prior to the reservation of these services in the Specific Conditions pertaining to each offer.

3. PAYMENT

In order to contract with www.grandpalaceriga.com you must be over 18 years of age and possess a valid credit or debit card issued by a bank acceptable to us.

When placing an order you undertake that all details you provide to us are true and accurate, that you are an authorized user of the credit or debit card used to place your order and that there are sufficient funds to cover the cost of the goods.



Upon receiving your order we make no authorization check on your payment card. You will be asked to settle the invoice for the stay during check-in time or if you wish pre-payment can be made through pre-payment link. In case of a payment through payment link – the invoice should be settled within 7 days if not specified during reservation process differently.

In case you have booked Non-Refundable rate, then upon receiving your order we carry out a full pre-payment on your provided Credit card to ensure the reservation has been guaranteed. Deposit is fully charged and non-refundable, regardless of modification/cancellation.

4. CANCELLATION OR MODIFICATION OF A SERVICE RESERVATION

For each reservation or a Service, the Special Conditions specify the conditions to cancel and/or modify the reservation.

Reservations with prepayment will not be subject to any changes and/or cancellations. The deposit (money paid in advance) will not be reimbursed. This is noted in the Reservation payment conditions.

When the reservation conditions allow:

- the cancellation of the reservation or a Service can be made directly on the Site;
- the modification of the reservation of a Service can be made directly on the Site or directly with the Hotel, whose contact information, including telephone number, is specified on the reservation confirmation e-mail.

In the case of an Accommodation Service, unless otherwise expressly stipulated in the Special Conditions, the Customer must leave the room of the Hotel Grand Palace before the time indicated by the hotel, generally 12 noon on the last day of the reservation. Otherwise, the Customer will be charged for an additional night.

In case of a No-Show or Late cancellation first night of the stay will be charged from the provided card.

5. COMPLAINTS

We operate a complaints handling procedure which we will use to try to resolve disputes when they first arise, please let us know if you have any complaints or comments.

6. ENTIRE AGREEMENT

The above Terms of Service constitute the entire agreement of the parties and supersede any and all preceding and contemporaneous agreements between you and www.grandpalaceriga.com. Any waiver of any provision of the Terms of Service will be effective only if in writing and signed by a Director of Hotel Grand Palace Ltd.