



## General Terms and Conditions of Sale (GTC) for Hillary Hotel

- 1. Purpose** These general terms and conditions of sale (GTC) govern the contractual relationship between the Hillary Hotel and the client regarding the reservation and accommodation at the establishment. Any reservation implies the unconditional acceptance of these GTC.
- 2. Reservation** Reservations can be made via the hotel's website, by phone, email, or through an external booking platform. A reservation is confirmed upon receipt of payment or payment authorization (for prepaid reservations) and the sending of a booking confirmation.
- 3. Rates** The rates indicated are expressed in euros, per room and per night, and include breakfast. The hotel reserves the right to change its prices at any time, but the applicable rate will be the one in effect at the time of the reservation.
- 4. Our terms of sale:** 50% of the total amount - excluding extras - is required at the time of booking. The balance - excluding extras - must be paid 45 days before arrival.
- 5. Cancellation** Cancellation is possible free of charge up to 45 days before arrival. In case of cancellation within 45 days prior to the arrival date, the full cost of the stay will be charged, including in case of no-show.
- 6. Arrival and Departure** Rooms are available from 4:00 PM and must be vacated before 10:00 AM on the day of departure. In case of early arrival or late departure, additional charges may apply depending on availability.
- 7. Client Responsibility** The client is responsible for the condition of the room and the equipment provided. In case of damage, the hotel reserves the right to charge for the cost of repairs or replacement of damaged items.
- 8. Client Behavior** The client agrees to comply with the hotel rules and to behave respectfully towards the staff and other guests. The hotel reserves the right to deny access or expel a client whose behavior is inappropriate, without refund.
- 9. Pets** Pets are not allowed at the hotel.
- 10. Amendment of GTC** The hotel reserves the right to modify these general terms and conditions of sale at any time. The changes will be applicable as soon as they are published on the hotel's website.
- 11. Personal Data Protection** The hotel collects and processes personal data of clients in accordance with applicable legislation, including the General Data Protection Regulation (GDPR). This data is used exclusively for the management of reservations and hotel services.
- 12. Disputes** In case of a dispute, the parties will endeavor to find an amicable solution. If not, any dispute will be subject to the exclusive jurisdiction of the competent courts of the hotel's location.
- 13. Force Majeure** The hotel shall not be held responsible for the inability to fulfill its obligations due to a force majeure event (strike, natural disaster, etc.).