www.romalibreville.com

RESERVATIONS, CANCELLATIONS AND CHANGES TO STAYS

(extract from the terms and conditions of sale)

Once a stay has begun, its full cost is payable. Late arrivals and early departures do not entitle the guest to any refund.
A booking made online, by telephone, in person or by any other means of communication will be considered confirmed only after payment has been received.
Any refunds, where applicable, will be made exclusively in CFA francs.
More favourable cancellation terms may apply. Where applicable, these will be displayed at the hotel reception.
Check-in is from 2:00 pm and check-out is by 12:00 noon.
Services confirmed at the time of booking, such as breakfast, full-board or half-board meals, shuttle transfers or any other booked service, are not refundable if the guest does not use them for a reason attributable to the guest.
For early check-in or late check-out of up to four hours, a two-hour or four-hour charge will apply, as appropriate. Beyond this limit, an additional night will be charged. These options require prior approval from hotel management.
Bookings made through third parties, including online travel agencies (OTAs) such as Booking.com or Expedia, global distribution systems (GDSs) and other intermediaries, may be subject to reservation, cancellation, amendment and payment terms that differ from these conditions. By completing a booking through an intermediary, the guest accepts the terms presented during the booking process, which form part of the contract concluded through that channel. Guests should refer to the terms stated in their booking confirmation.

FLEXIBLE RATES

Guests may cancel their booking free of charge up to 24 hours before the check-in time of 2:00 pm on the arrival date. After this deadline, one night per room will be charged. Unless **ROMA** Hôtel has been notified in advance of a late arrival, failure to arrive by midnight on the first day of the stay will result in a charge of one night per room and the booking will be considered cancelled.
A booking in progress cannot be modified. Exceptionally, any modification must be authorised by hotel management. If the modification is not authorised, the guest will be charged as if the room had been occupied, together with all services (breakfast, full-board meals and taxes) confirmed at the time of booking.

LONG STAYS AND GROUP BOOKINGS

Long bookings (8 days or more) and group bookings (two or more rooms) require approval from hotel management. Advance payment may be required; in this case, the booking becomes non-refundable. If the booking was made at a flexible rate, the non-refundable rate will then apply.
For long bookings that remain subject to flexible terms, cancellation requires notice equal to the length of the booking. For example, a 10-day booking requires 10 days' notice to be cancelled free of charge. Otherwise, charges for nights will apply.

NON-REFUNDABLE RATES

Guests who have booked a non-refundable rate (whether or not it includes breakfast and/or full-board meals and/or half-board meals and tax) are not entitled to any refund in the event of cancellation, failure to arrive or early departure.
Unless **ROMA** Hôtel has been notified in advance of a late arrival, failure to arrive by midnight on the first day of the stay will result in the full cost of the stay being charged and the booking will be considered cancelled.

PAYMENT

Bookings must be paid in full before the stay begins.
For non-refundable rates, full payment is required immediately at the time of booking, by credit card online, bank transfer or cash on site.
For flexible rates, full payment must be made by the applicable free cancellation deadline: normally, 24 hours before the check-in time of 2:00 pm on the arrival date. For long stays (8 days or more), the specific deadline stated previously applies. Payment may be made by credit card online, bank transfer or cash on site.
For all payments by bank transfer or credit card, all payment-related charges are payable by the guest. Payment will be considered valid for the purpose of confirming the booking only once it has actually been received by **ROMA** Hotel.
A valid credit card may be requested at the time of booking to allow **ROMA** Hotel to charge the amounts due within the applicable payment deadline: immediately for a non-refundable rate or by the free cancellation deadline for a flexible rate.
If payment is not made within the required deadline, the booking will be considered cancelled. This applies to both flexible and non-refundable rates.

BOOKING CONFIRMATION REQUESTS FOR VISA APPLICATIONS

Full payment of the booking is required before a booking confirmation can be issued for a visa application or for any other purpose. Once this confirmation has been issued, the booking will be considered non-refundable.

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