



The San Luis provides you with greater security:

The right of cancellation as laid down in the Italian Consumers' Code is not granted.

Due to the current exceptional situation and in order to plan your holidays in a more relaxed and carefree way, we have changed the cancellation conditions in favour of our guests. We are now adopting the following new conditions of cancellation:

1) Special cancellation conditions for stays at San Luis until June 30th, 2020

You can rebook or cancel your booked vacation with a date of stay by June 30, 2020 up to 48 hours before your planned arrival. The paid prepayment can be converted into a voucher. This voucher does not expire and can be used for a later stay at any time.

Any cancellation made later than 48 hours before arrival – as defined in our usual cancellation policy - is only free if the accommodation can be sold for the entire period of the originally planned stay. If we fail to resell the room, 80% of the room rate including breakfast will be charged as cancellation fees. This also applies for a belated arrival or early departure.

2) Special cancellation conditions for stays at San Luis from July 1st until November 8th, 2020

Your booked trip with the date of stay from July 1st until November 8th, 2020 can be changed or cancelled in writing up to 10 days before the planned arrival. The paid prepayment can be converted into a voucher. This voucher does not expire and can be used for a later stay at any time.

Any cancellation made later than 10 days before arrival – as defined in our usual cancellation policy - is only free if the accommodation can be sold for the entire period of the originally planned stay. If we fail to resell the room, 80% of the room rate including breakfast will be charged as cancellation fees. This also applies for a belated arrival or early departure.

Here our previous cancellation conditions: A cancellation of your reservation must be made in writing, no later than 4 weeks before arrival. Any cancellation made later is only free if the accommodation can be sold for the entire period of the originally planned stay. If we fail to resell the room, 80% of the room rate including breakfast will be charged as cancellation fees. This also applies for a belated arrival or early departure.