

## CANCELLATION POLICY / HOTEL POLICIES

Date: 12.07.2021  
Hotel Sonata Samokov  
Administration Department

Bookings at the hotel are considered as confirmed only and after the full amount of the price for the whole stay and all guests is paid in full to the hotel. Guests are required to pay the total cost of the whole booking in advance. Only then the booking (reservation) is considered valid.

Cancellation/changes to bookings are only possible at a 20% cancellation/changes/service fee 45 days prior to the date of arrival during the high-season i.e. 15 June to 15 September and 15 December to 30 March; and 15 days prior to the date of arrival during the low-season i.e. 15 September to 15 December and 30 March to 15 June.

After this time (45 days prior to the date of arrival during the high-season i.e. 15 June to 15 September and 15 December to 30 March; and 15 days prior to the date of arrival during the low-season i.e. 15 September to 15 December and 30 March to 15 June) refunds as well as any changes in the dates/guests/rooms/and the conditions of the reservation, are not possible and the hotel charges the guest 100% the room rate (the whole reservation) as cancellation fee in case of no-show.

If cancelled or modified before 45 days prior to the date of arrival during the high-season i.e. 15 June to 15 September and 15 December to 30 March; and 15 days prior to the date of arrival during the low-season i.e. 15 September to 15 December and 30 March to 15 June, changes are possible only as per subject of availability and as per 20% service/cancellation fee (from the total booking amount).

It is required that guests, particularly those in groups are respectful in regards to noise during the evenings - 10:00 PM to 07:30 AM.

Guests are required to show a photo identification and credit card upon check-in.

Please note that all Special Requests are subject to availability and additional charges may apply.

Please inform us in advance of your expected arrival time.

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