



Terms and Conditions

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Company Information

Name: MD Co. Ltd operators of Spinola Hotel

VAT Number: 2179-3410

Trading Licence Number: C-64926

Supervisory Public Authority: H/0103

1. Check-in/Check-out

In the interests of security and to prevent fraud, at the time of check-in, guests must be 18 years of age and must be able to confirm their identity by providing their booking reference and their passport/identity card/driving licence in order to check-in at the Hotel.

We are also obliged by law to require guests to fill in a guest registration form where they need to provide the number and place of issue of your passport/identity card, details of their next destination, nationality, home address, telephone number, gender and date of birth. These records will be kept for at least 12 months and may be disclosed or made available for inspection by any police officer or as otherwise required by applicable law in connection with the prevention or investigation of crime. The information above may be requested for each member of your party over the age of 16 and we reserve the right to refuse entry to persons who cannot provide the information set out above.

Unless otherwise stated on the booking confirmation, Guests may check-in at any time from 2:00 p.m. on the scheduled day of arrival. All rooms that have been secured via a deposit or secured through full payment at the time of booking will be held until 12:00pm (midnight) on the scheduled day of arrival unless otherwise agreed directly with the Hotel. After said time we will be entitled to re-let the room, unless the guest has notified the Hotel of a late arrival.

On the day of departure we kindly ask all guests to vacate their rooms by 11:00am (unless a later departure is stated as part of your Booking). A late check-out at a fixed time of 17:00 can be requested in the morning subject to availability and will be charged at €35.00 at the discretion of the Hotel.

If, on the other hand, you require an early check-out we advise you contact front desk and settle any outstanding bills accordingly. A charge of one full night incl. tax will be assessed as the Early Departure Fee, meaning any guest that checks out before the departure date that was made upon reservation.

Rooms are subject to maximum occupancy rules set by the Hotel. If you would like further details please contact the Hotel.

2. Bookings and Payment

At the time of booking you are required to pay a 50% deposit which is non-refundable. You are required to pay the remaining balance in local currency on arrival at the Hotel. At the time of booking or at check-in, we will take your credit/debit card details and your authorization for the use of this card for any sums that become owing to us. We shall also have the right to require full payment in advance or a deposit at the time of booking in certain circumstances or if the Booking includes the supply of certain items or services. Bookings shall be treated as confirmed once the details/payment/deposit described has been received.



All outstanding charges must be paid for in full on check-out from the Hotel. If the outstanding charges do not exceed the authorisation taken on check-in, the authorisation for the amount not utilised will be released, however, we cannot control how long it takes for your bank to affect such release. If staying for multiple nights at the Hotel we may require you to make payment for any outstanding charges on a more frequent basis during your stay.

We accept the following methods of payment;

Credit cards: American Express, MasterCard/Diners International, Visa;

Debit cards: Visa/Delta and Visa/Electron.

All credit/debit cards used to make your reservation must be valid for your entire stay.

3. Cancellation Policy and No Shows

To change or cancel your booking you must contact the Hotel directly, quoting your booking reference number. Cancellations made less than 48hours before arrival or no shows will be charged the full stay. If cancellations are made up to 48hours before the arrival date, 50% of the stay will be refunded in full. When a guest is present at the hotel, and decides to cancel, meaning after the check-in has been made - no refunds will be given. All changes and cancellations are at the discretion of the Hotel Management.

Any refunds which have been approved at the discretion of the Hotel Management will be handled during office hours from Monday to Friday by back office staff.

Very occasionally we may need to cancel your Booking. In such circumstances you will be given a full refund but we shall have no further liability to you arising out of such cancellation. We will, however, use reasonable endeavours to try and re-locate any confirmed Booking cancelled by us to an alternative location similar in standard to the Hotel.

Your booking is for a class of room in the Hotel and does not guarantee that you will be able to stay in a specific room or in the same room for the duration of your stay. If we need to move you to a different room during your booking for which a lower rate is available than the rate you booked at, we will refund you the difference in the rates.

4. Damage

We reserve the right and you hereby authorise us to charge your credit or debit card for any damage incurred to your room or the Hotel during your stay (including without limitation specialist cleaning) or for any items that are missing when you leave.

Even though a number of security measures are in place to ensure the safety of the premises, personal belongings are the individual's responsibility. The Hotel reserves the right to remove any unattended items from common areas. The Hotel Management and staff cannot be held responsible for any items which are stolen, lost or damaged even while being kept for safe-keeping.



5. Accessibility

Please contact our Hotel to discuss specific individual requirements and the availability of appropriate accommodation, and we will do our best to accommodate your needs.

6. Guest Behaviour

Guests are requested to conduct themselves appropriately at all times and to comply with Company procedures and/or requests with regard to conduct and respect for the property of the Hotel, its employees and guests and their health and safety. Guests are requested not to disrupt the comfort and enjoyment of other guests, the smooth running of the Hotel, or cause offence to other guests or our members of staff. We reserve the right to refuse accommodation or services or remove you and members of your party from the Hotel if, in our reasonable opinion, we consider this provision to have been breached. Where this is the case we shall have no obligation to refund you for lost accommodation, other services or any other loss or expense incurred.

This Hotel is a non-smoking property. Guests are not permitted to smoke in rooms or public areas.

By law and for safety reasons it is forbidden to cook in guest rooms. It is also forbidden to consume food and beverage purchased outside the hotel in the hotel restaurant and common areas. To consume alcohol, guests must be over 18 years old. Staff reserves the right to refuse to serve alcohol to a guest who appears to potentially put his health or other guests' well-being in danger.

Guests must not hang up clothing or towels from the balcony railings in guest rooms. Kindly use the clothing rod available in the bathroom.

7. Children

All children (a person under 18 years of age) staying at the Hotel must be accompanied by an adult and must be supervised by an adult at all times.

Cots and extra beds are available. However, these are limited and subject to availability. Additional charges may apply. Please check at the time of booking.

8. Pets

Guide dogs are accepted with prior arrangement, and other assistance dogs may be accepted at the Company's discretion, but otherwise no pets are allowed at the Hotel.

9. Web Site Information

While all reasonable efforts have been taken to ensure the accuracy of information on the Websites, the Company does not accept responsibility for errors or omissions and reserve the right to amend, cancel or vary any of the arrangements featured on the Websites without notice. Please note that in certain



circumstances, generic photographic images have been used to represent the general style of a particular product or Hotel.

The content of the Websites is the copyright of the Company, and may not be copied, reproduced, published, distributed or amended for any other purpose without our prior written consent.

Trademarks used on the Websites are the property of the respective owners. Hyperlinks to third party websites are provided for your convenience. We cannot accept responsibility for the content or use of third party sites.

10. Force Majeure

The Company accepts no liability and will not pay any compensation where the performance of its obligations is prevented or affected directly or indirectly by or as a result of force majeure or any circumstances beyond its reasonable control including, but not limited to, flood, earthquake, extreme adverse weather conditions, natural disasters, other acts of God, acts of terrorism, fire or failure of electric power, gas, water, or other utility service, plant machinery, computers, vehicles or any collapse of building structures.

11. Governing Law and Jurisdiction

These Terms and Conditions of Use and any disputes arising out of or related to the Site or use of the Site shall be governed exclusively by Maltese law and exclusively enforced in Maltese Courts. You expressly agree to the exclusive governance of Maltese law and submit to the exclusive jurisdiction of the Maltese courts.

Contact Details

For any queries please contact the Hotel on +356 20141500 or send an e-mail to info@spinolahotel.com