

REAL HOTELS GROUP

GIFT VOUCHERS



TERMS OF USE

1. Reservations for the use of vouchers must be made through the telephone number indicated on the voucher with a minimum of one week in advance;
2. After the voucher reservation, the no-show results in the loss of validity of the voucher;
3. The voucher is not refundable by using a service with a lower value;
4. The voucher cannot be exchanged for money, nor for any other product or service not mentioned on it.
5. In case the consumption is higher than the value of the voucher, the customer will have to pay the remaining amount;
6. The voucher cannot be combined with other vouchers, promotions or campaigns in force;
7. The voucher use is subject to hotel, spa or restaurants availability;
8. The reinstatement of the voucher after the expiration date will be made with the payment of € 25 and extends the validity for another year, except for vouchers with lower or specific validities, which will be analysed case-by-case;
9. The voucher is valid for 1 year, except in specific cases - the validity will always be mentioned in the voucher itself;
10. Some vouchers are not valid for the months of July and August, on holidays, festive seasons and for the periods of Carnival, Easter, Christmas and New Year's Eve - please check specific voucher;
11. Booking, in case of accommodation voucher, is valid only if the hotel's occupancy does not exceed 90%, and if it is made with a minimum of 7 days in advance;
12. In case the voucher contains more than one service it is mandatory to enjoy all the same day or stay.
13. The voucher is valid upon presentation of its physical version at the time of use.