



HOTEL GENERAL TERMS AND CONDITIONS:

Rooms

1. Reservation: All reservations must be guaranteed by a valid credit card or full payment in advance. We reserve the right to cancel any reservation if the credit card provided is invalid or declined.
2. Cancellation Policy: Cancellations must be made at least 24 hours prior to the arrival date to avoid a penalty charge of one night's room rate. Some promotions may have different cancellation policies.
3. Check-in/Check-out: Check-in time is 2:00 PM and check-out time is 11:00 am. Late check-out may be available for an additional fee, subject to availability. For **EARLY DEPARTURE**: Guests who check out of the hotel prior to their scheduled departure date will be charged a fee equal to one night's room rate. The Departure date must be changed no later than check-in to avoid an early departure charge
4. Room Occupancy: Room occupancy is limited to the number of guests stated on the reservation confirmation. Additional guests may incur an extra charge.
5. Payment: Payment for all charges must be made in full upon check-out, Except those provided **LPO**. We accept major **credit cards** and **cash**. Or **LPO&Company cheques**, Personal cheques are **not accepted**.
6. Smoking Policy: Smoking is strictly prohibited in all guest rooms and public areas of the hotel. However special zones are available.
7. Damage Policy: Any damage to the hotel's property or furnishings will be charged to the guest.
8. Noise Policy: Excessive noise or disturbance will not be tolerated, and guests may be asked to leave without a refund.

Events

1. Reservation: All event reservations must be guaranteed by a valid credit card or full payment in advance. We reserve the right to cancel any reservation if the credit card provided is invalid or declined.
2. Cancellation Policy: Cancellations must be made at least 48 hours prior to the scheduled event date to avoid a penalty charge of 50% of the total booking cost. Some promotions may have different cancellation policies.
3. Event Room Setup: M Hotel will provide a standard event room setup including chairs, tables, linens, and audiovisual equipment. Any additional requirements may incur an extra charge.
4. Payment: Payment for all charges must be made in full upon check-out, Except those provided **LPO**. We accept major credit cards and cash. Or **LPO&Company cheques**, Personal cheques are **not accepted**.
5. Food and Beverage: The hotel can provide catering services for the event upon request. Outside food and beverages are not permitted without prior approval from the hotel.
6. Damage Policy: Any damage to the event room or hotel's property will be charged to the guest's credit card on file.
7. Noise Policy: Excessive noise or disturbance will not be tolerated, and guests may be asked to leave without a refund.
8. Safety and Liability: M Hotel is not responsible for any loss or damage to guest property, or for any injury or accident that occurs on hotel property during the event.
9. Modification: These terms and conditions may be modified at any time without notice.

Note: When you acknowledge this service order you agree to its Terms and conditions, you do so on behalf of your company/yourself and any person that you entitle or authorize to use this service .

For children aged below 7 years, the accommodation is free of charge if the kid stays with his/her parents in a room with no additional bed.

M APARTMENT AND HOTEL
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