



VILLA TOKARA

BOUTIQUE HOTEL

TERMS AND CONDITIONS

Rates

All rates published by Villa Tokara Boutique Hotel are exclusive of VAT where applicable, local taxes, and current service charges. These rates are quoted on a per-room, per-night basis and are denominated in USD. The rate confirmed is based on the number of occupants specified in your email confirmation, per room, per night. It's important to note that the confirmed rate does not encompass additional charges such as rollaway beds or extra persons.

Bookings

To secure a reservation, all bookings must be guaranteed by a major credit card. For prepaid bookings, the room charge will be billed at the time of booking, multiplied by the number of nights and rooms, using the provided payment method. Upon confirmation of the booking, a unique reservation number will be issued, which should be retained for reference in case of any cancellations or modifications. Please note that our formal acceptance of a booking, along with the execution of a contract, is contingent upon receipt of full payment from the guest.

We retain the right to revise or nullify reservations if it comes to our attention that a customer has been involved in fraudulent or inappropriate activities, or if the reservation was initiated due to a mistake or error.

Hotel Policies

Check-in time at Villa Tokara Boutique Hotel is 3:00 pm, while the check-out time is 11:00 am. Our Value Added Tax (VAT) rate stands at 7%, and a Service Charge of 5% applies. A valid credit card is required during the booking process to serve as a guarantee.

We are proud to declare Villa Tokara Boutique Hotel as a 100% smoke-free establishment.

Kindly note that pets are not permitted within the premises. Complimentary onsite self-parking facilities are available for your convenience.

Availability

In the unlikely event that Villa Tokara Boutique Hotel is unable to accommodate a reservation, a full refund will be offered to the guest. However, in cases of force majeure (e.g., strikes, wars, etc.), our utmost effort will be exerted to secure alternative lodging arrangements. Please understand that we cannot be held liable if such alternative accommodations cannot be secured.



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Cancellations

Cancellation policies are subject to variation based on the specified dates of stay. In instances of non-arrival or cancellations made after the designated cancellation period has lapsed, a charge equivalent to the total reservation cost will be imposed, based on the rate at which the reservation was originally made. For reservations involving online payment where funds have been settled, regrettably, no refunds will be issued. Standard payment terms and conditions apply to these charges.

Payment

Villa Tokara Boutique Hotel accepts a wide range of major credit and debit cards. Unless the booking has been prepaid, the full payment encompassing room charges, applicable taxes, service charges, and any incidental expenses for the entire duration of the stay will be collected upon check-in.

For any further inquiries or clarifications regarding our terms and conditions, please do not hesitate to contact our dedicated guest services team.

We look forward to ensuring your stay at Villa Tokara Boutique Hotel is both enjoyable and seamless.

Last updated: August 16, 2023