



At Hoteles Saint Michel our biggest priority is the well-being and safety of our clients and employees. Given this health crisis of the COVID-19 virus and in accordance with the regulations declared in our country (Royal Decree 463/2020), our hotels will be temporarily closed until the situation returns to normal.

Knowing that this affects the travel plans of many people, and regretting the inconvenience it may cause, we put ourselves entirely at your disposal to facilitate possible changes or cancellations of your reservations.

1. CANCELLATION POLICY

1. Guests can cancel their reservation for stays in the months of March, April and May without any cancellation fee or penalty. Please contact your travel agency or contact us directly if you have made your reservation at our official website saintmichel.net.
 - a. If you do not want to cancel your vacation, we offer you the possibility of postponing your reservation by choosing a later date, in which the reserved hotel offers the same terms and conditions or agreeing to pay a possible difference in rate without any management fee.
2. If we are forced to close the hotel during the reserved dates, we will offer alternative accommodation of the same or higher category in another of our hotels according to availability. If this is not possible, we will allow guests to postpone the stay to a later date after the reopening of the affected hotel or cancel their reservation free of charge.
3. Guests who have booked through online travel agencies or other intermediaries are advised to contact their travel agency for information on the policies that will apply.

We are well aware that the COVID-19 pandemic and the response from government and health authorities are constantly changing and developing. Please note that the criteria contained in this document are therefore subject to change over time.

Following the recommendations of the Spanish Government, we are working from home. We will try to answer all requests and questions as soon as possible, however, and given the circumstances, it may take a little longer than usual.

We would like to thank all our clients, employees and collaborators for their support and trust. We hope you are all well and we can see you again soon.

To book, cancel or modify bookings please contact:

reservas@saintmichel.net

For more information:

hsm@saintmichel.net