

# FAQ: Any doubts?

## **What are the advantages of Choose Your Room?**

With Choose Your Room, you can choose the exact location and room number for your stay at our hotel. Do you prefer a sea view or a view of our gardens? Are you looking for a quiet place in the hotel, or do you prefer to stay near the restaurant? Choose it yourself.

## **When can I use Choose Your Room?**

You can use Choose Your Room from the day of your booking between 3 until 7 days prior to arrival, depending on seasonality.

## **What information do I need to provide to use Choose Your Room?**

If you made the reservation on our website, you will only need to provide the locator or reservation number. If you made your reservation through another sales channel (OTA, Tour Operator, Travel Agency, etc.), we will need more information to show you the rooms available for your reservation. In this case, we will need:

Locator or reservation number

First name

Last name

Email address

## **How much does it cost to use Choose Your Room?**

If you made the reservation through our website, choosing your room is completely free, except if you require a room upgrade (a category higher than the one booked). If you made the reservation through another sales channel.

## **How do I pay to use Choose Your Room?**

The payment for selecting the room will be made upon arrival at our hotel.

## **What are the booking conditions to use Choose Your Room?**

Choose Your Room is an on-demand service, which means that the final confirmation of the room number assignment will depend on the actual availability on the day of your arrival.

## **What should I show upon arrival at the hotel to secure my selection?**

To ensure you have all the information you need upon arrival, we will send you an email containing the details of your selection request. If you have not received this email, please contact the hotel directly.

## **If I upgrade my room type, will it be confirmed immediately?**

Room type upgrades require prior validation by the hotel. You will receive a confirmation email if we have been able to validate your request.

## **What happens if I change my stay dates?**

If you change the dates of your stay, the room selection you had will be lost, and you will have to choose again. There is no additional cost to reselect the room.

**How can I find the room that best suits my preferences?**

To find the perfect room for your stay, you can use the feature filters. You will find a list of the most prominent features, such as bed type, views, daylight, room size, among others. By clicking on the different options, you will see that the facades and rooms will be highlighted so that you can quickly find the room that best suits your preferences.

**Can I change my room selection once I have chosen it?**

To modify the room selection, you must contact our hotel directly so that we can remove your selection. After that, you will be able to choose the room for your stay again. No additional cost will be applied.

**Is it possible to cancel or modify my room selection?**

To cancel or modify the room selection, please contact our hotel directly. If you have canceled the reservation, the room will be automatically released, and no cost will be applied.

**I would like to use Choose Your Room, but the system does not find my reservation.**

Please make sure to check the locator or reservation number and make sure you have chosen the correct sales channel. Keep in mind that the search is case-sensitive. If you are sure that the information provided is correct, but you still cannot use Choose Your Room, please contact our hotel directly.

**Why can't I choose today or tomorrow as the arrival date?**

Unfortunately, due to operational reasons, we require you to select the room in advance.

**How can I use Choose Your Room to select more than one room?**

If you have made a reservation for more than one room, we currently do not have the option to select them in Choose Your Room. Please contact the hotel directly if you need more information.

**Why are there no rooms available?**

There are several reasons why no rooms may be displayed as available:

The facade you are looking at has all rooms occupied for the selected dates. Choose another hotel facade to find available rooms.

All selectable rooms have already been assigned. Keep in mind that, during high occupancy periods, the hotel may reserve a certain number of rooms for operational reasons. Please contact our hotel for more information.

Review the information provided. If you have selected the wrong room type or entered incorrect dates, there may be no possible selection.

**I have not received the Choose Your Room confirmation email**

Please check your spam or junk mail folder. We also recommend checking if you entered your email address correctly when providing your booking details. Contact our hotel if you need more information.

**The Choose Your Room application is not displaying correctly**

Choose Your Room may not display correctly in some versions of older browsers. We recommend using an updated version of Safari, Chrome, or Mozilla Firefox.