



Booking Conditions

1. Introduction

This document aims to establish the conditions for making reservations at our hotel, ensuring efficient service and customer satisfaction.

2. Booking Channels

Reservations can be made through the following channels:

- The hotel's official website
- Third-party apps (e.g., Booking.com, Airbnb)
- Phone or WhatsApp
- Email

3. Required Information for Booking

Reservations can be made through the following channels:

- To complete a reservation, the following information is required:
- Guest's full name
- Check-in and check-out dates
- Number of guests (adults and children)
- Desired room type
- Payment method (credit card, debit card, bank transfer)
- Additional information (special requests such as extra bed, wheelchair, etc.)

4. Booking Confirmation

- After the reservation is made, the guest will receive a confirmation via email or text message with stay details.
- It is recommended to review the confirmation and notify the hotel of any errors or discrepancies.



5. Cancellation Policy

- Cancellations are subject to fees according to the hotel's policy.
- Non-refundable bookings cannot be canceled or modified.

6. Payment Policy

- A deposit of 50% of the total stay amount is required at the time of booking.
- The remaining balance must be paid one week before the check-in date.
- We accept major credit and debit card brands.

7. Guest Registration

- A valid ID must be presented at check-in.
- All guests must be registered at the front desk.

8. Exceptions

In exceptional situations (such as a pandemic or natural disasters), the reservation and cancellation policies may be revised.

9. Contact

E-mail : reservas@trancosotangara.com.br

Phone: 73- 9.99982491