

BOOKINGS TERMS AND CONDITIONS

At Alia Luxury Suites and SPA, we are entirely focused on the experience of our guests and our priority, as always, is your health and safety. We want all our guests to have a clear view of the bookings they make and the policies applied on their bookings.

Flexibility on your travel plans

All booking through alia website and partners are non refundable. Booking direct you need to pay 30% the time of booking and the rest 70% a month in advance. Once the amount is paid is non refundable.

Reservations made via our website

Existing reservations: For individual reservations, cannot be changed or cancelled after confirmation receival.

Modify your reservations: You can change your reservation or room type even during check in by paying the difference only if there is availability at the hotel. Changes to any booking must be done through the OTA partner or agent that you have performed the booking. Directly with Alia you can change only the reservations that were executed directly to Alia website aliahotel.com or via phone.

Reservations made via travel agents

Customers who have made reservations through travel agents or other third-party travel professionals, are advised to contact them directly for information regarding their cancellation policies.

Emergency Situations

All bookings remain non refundable unless a Force Majeure is enforced only on the hotel or Greece, in that case the guest is allowed to change the booking to another date but not allowed to cancel it.