

## PREPAID VOUCHER

### Reservation Details

**Reference:** TO5300515

**Hotel Name:** Best Western Hotel Mirage

**Hotel Address:** VIALE CERTOSA, 104-106 ANG. VIA CASELLA 61, 20156,,  
20156, Milan, Italy

**Hotel Phone:** +390239210471

**Check-in:** 2016-06-16

**Check-out:** 2016-06-24

**Nights:** 8

**Rooms:** 2

### Room Info

#### Room 1

**Room type:** Standard

**Board basis:** Bed & Breakfast

**Guests:** Nino Mamaladze, Lia Shubladze

This reservation is booked and payable by Booking office, booking reference: 91202-2016

#### Room 2

**Room type:** Standard

**Board basis:** Bed & Breakfast

**Guests:** Tinatin Dzigoshvili, Nana Kostava

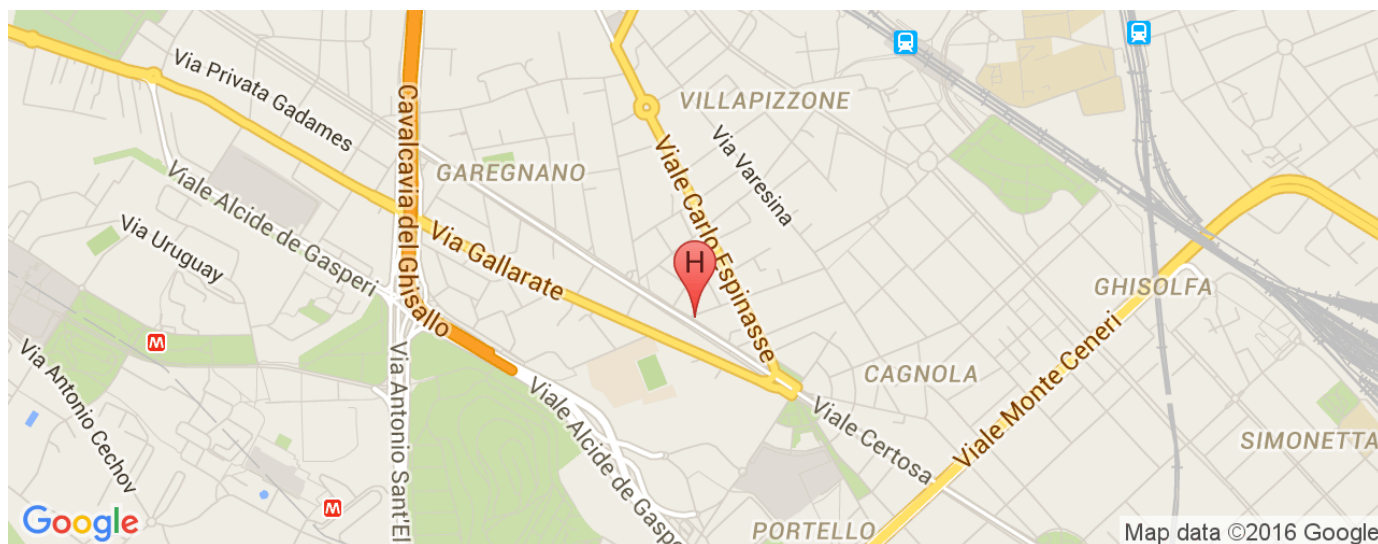
This reservation is booked and payable by Booking office, booking reference: 91202-2016

### Important Note to Hotelier

Under no circumstances must you charge the guest for the services (including additional services) listed on this voucher. Only payment for extras to be collected from the client.

If you cannot allocate this booking please call 24/7 emergency number: +370 5 240 5911 or email us: [support@hotelston.com](mailto:support@hotelston.com)

## Map



This map is provided as a complementary information and it may contain errors. Always check the address of the hotel and use it for navigation!

## Traveller Information

You must have a copy of this voucher and present it to the hotelier during check-in. In case you do not present this voucher, you may be charged again or the supplier may refuse to provide the service.

**Check-in.** Normal check-in time is 14:00, normal check out time is until 12:00 noon, unless stated otherwise in hotel description.

**Late check-in.** If you expect to arrive after 21:00, please contact the hotel (use hotel contacts given above) and inform them of your arrival time. Some hotels have limited reception services after 21:00 hours. Failing to inform the hotel of a late arrival can result in the space being released.

**Early check-out.** Any early check-out is liable to full charges. In the event of an early check-out while at the hotel you must obtain from the reception manager on duty his/her signed consent in writing upon your check-out that they will not be charging for unused nights. This is a must requirement and failure to provide such letter will preclude us from seeking any refunds from the hotel/supplier on your behalf. Refunds from us are strictly subject to hotel providing us with the refund first.

**Requests.** Specific room types & bedding types cannot be guaranteed and are subject to availability at the time of check-in. It is always guaranteed that the room provided by the hotel will accommodate the number of guests booked.

**Amendments.** Amendments are always subject to availability and may imply a change in the price of the reservation. No cancellations or amendments accepted on the day of the arrival.

**Hotel charges.** Additional hotel services (mini-bar, gym usage, laundry, telephone, parking etc.) will be subject to an additional fee as well as resort, city or other fees that must be paid to the hotel directly. Hotelston is not responsible for hidden hotel fees and have no control over their implementation.

**Credit card guarantee.** The hotel management has a right to request credit card details or deposit upon check-in to cover and guarantee any incidental costs that may be incurred during your stay.

**Check-in problems and complaints.** We hope you have an enjoyable and trouble free trip. Anyway, if you encounter any problems you should speak to the hotel initially to get them resolved. If the problem is not resolved by the hotel please contact us on the numbers given below. If you have a problem with the hotelier regarding the reservations or vouchers or if your reservation cannot be found by the hotel, you must contact the emergency contact number listed below immediately. You also must report all and any complaints you might have to the hotel on the spot during your stay, immediately as they arise. We will not be liable for any compensation for a problem which could have been rectified before or during the clients stay, had the hotel or Hotelston been made aware of it. Please keep a record of your communication including the date and the name of staff whom you spoke with. If you want to make the complaint after holiday ends you should write to the company through whom the booking was made within 15 days of your return date.

### Other conditions

Please be aware that it is the policy of some hotels in certain countries (e.g. Egypt, Tunisia, Morocco and Turkey) not to allow nationals to book at special contracted rates sold outside of that country. If a guest or any member of the guest's party holds a passport issued by one of these countries please advise us on receipt of this voucher as we cannot guarantee that the booking will be honoured.

If a hotel (or supplier) is forced to transfer guests to alternative accommodation when they arrive in resort, the hotel (or supplier) will undertake to transfer them to alternative accommodation of equivalent rating to that originally booked but neither the hotel (or supplier) nor Hotelston will have any other liability towards them.

When calling, please provide us with your reservation number.

**EMERGENCY NUMBER +370 5 240 5911**