

Booking Conditions

These rules establish the reservation conditions for users of this website, www.hotellagodorado.com, owned by Mar y Playa II, with tax identification number B07941628 (hereinafter referred to as Hotel Lago Dorado), with registered address at C/ Periodista Francisco Escanelles, 20 – 07800 Ibiza, Spain.
Tel.: (+34) 971 32 22 67.

Hotel Lago Dorado uses the website www.hotellagodorado.com to provide information and services related to our establishment, such as online room reservations and additional services. Our aim is to improve our commercial relationship with our guests and efficiently manage requests and reservations made through our systems.

How do I make a reservation at Hotel Lago Dorado?

We offer a reservation system that allows you to complete a booking easily and quickly in four simple steps, available 24 hours a day, 7 days a week. First you check availability and then complete the required fields until you reach the secure payment gateway where the transaction is completed.

In some cases you may also provide your credit card details so the payment can be processed manually by our reservations department.

How are my transactions protected at Hotel Lago Dorado?

The security of your credit card is one of our main priorities. All transactions are processed through a secure bank payment gateway using the most advanced security systems available online.

Our reservation system operates through a 128-bit encrypted connection.

We accept Visa and Mastercard.

Any fraudulent use of a card detected in a reservation will automatically result in the cancellation of that reservation.

Can I contact Hotel Lago Dorado directly to make a reservation?

Yes. You may also complete your reservation directly with us through the following channels:

Telephone: (+34) 971 32 22 67
Email: reservas@hotellagodorado.com

Check-in and check-out

Check-in

According to international standard procedures, rooms or apartments are normally available from midday on the day of arrival. In smaller establishments, rooms may be vacated around midday and therefore require cleaning before the next arrival, which means they may not be ready until approximately 15:00.

If you plan to arrive earlier, please take this into account.

Check-out

On the day of departure, rooms must be vacated no later than 11:00. This is particularly important if your return flight is at night and you do not intend to leave the hotel until late in the evening or even after midnight.

If you arrived early in the morning and occupied your room immediately, this will count as your first night. On the day of departure you may have to wait several hours before leaving the property for the airport.

When will payment be processed?

The time required to process a charge on your card may vary depending on the country of issue and may take up to 5 days to appear on your account.

The remaining balance will be paid on the day of arrival at the hotel.

Cancellation policy

If a reservation is cancelled, Hotel Lago Dorado may retain the following percentage of the deposit or advance payment required at the time of booking.

100% of the first night will be charged if the cancellation is made within three days prior to arrival at the establishment.

This policy is applied in accordance with the Order of 15 September 1978 regulating prices and reservations in tourist accommodation (BOE 20 September).

All cancellations must be sent by email.

To cancel your reservation, please send an email clearly stating your reservation reference number, which appears in the booking confirmation email. The cancellation will only be valid once you receive written confirmation from us by email.

Email: reservas@hotellagodorado.com

Thank you very much for placing your trust in us. We will be delighted to welcome you.

Reservations Department
Hotel Lago Dorado – Formentera