

Kreutzwald Hotel Tallinn Policies

Check In/Check out for hotel guests: The Kreutzwald Hotel Tallinn check in time is 14:00, and check out time is 12:00 noon. The hotel will make every effort to personalize our guests' stays if provided with ETA information at time of reservation. Late check out requests may be made through the front desk only, and are based on hotel occupancy. Additional charges may apply.

Cancellation Policy: All confirmed reservations not cancelled at least 24 hours prior to arrival (defined as 12:00 (noon) hotel local time day prior) will be the responsibility of the traveler. Cancellations received within the 24-hour period or a "no show" will incur one night's room charge to be assessed to the credit card on file. Please provide notice of cancellation before 12:00 pm the day prior to arrival to avoid a penalty of one night's room charge.

Non-refundable room rate (Advance Purchase Offer): A non-refundable, non-transferable deposit will be taken from the Credit Card provided for the full amount of the stay.

Deposit/Guarantee: All reservations must be guaranteed for arrival by a first night room deposit, guaranteed with a major credit card with expiration date. The hotel does not charge the card on file unless the reservation is non-refundable (Advance Purchase Offer) or the reservation is cancelled within the 24 hour period noted, or a "no show." The hotel will not hold any reservation unless secured by the above methods. Upon check in guests may use another form of acceptable payment for their accommodations. For payment arrangements with a third-party credit card, please contact the hotel's reservations department at reserv.kwh@uhotelsgroup.com or +372 666 4802.

Hotel Payment Policy: In order for guest accommodations to be confirmed, at the time of check in sufficient credit credentials for payment of accommodations must be provided through the authorization of a debit or credit card. When a debit or credit card is presented for authorization, please be advised that a credit hold in the amount of guest room charges, applicable taxes and a provision for incidental charges will be placed on the banking account. Cash payment is also acceptable.

Accepted Methods of Payment:

- ✓ Master Card
- ✓ Visa
- ✓ American Express
- ✓ Cash
- ✓ Paypal

Third and Extra Person Fee: Room rates are listed for single / double occupancy. Additional adults sharing a room will incur an additional charge according to the hotels price list. All visitors who are not registered as hotel guests must leave the premises by 23:00 or register as a hotel guest.

Registration forms:

All registration forms must be filled in correctly with readable handwriting and signed by the guest. The hotel can decline checking in any guests who do fail to fill in the registration forms properly.

Children's Policy: Children 12 and under are free if using existing bedding. Rollaway fee applies if required (note: single rooms do not accommodate a rollaway). Cribs are complimentary.

Minimum Age Requirements: All guests must be 18 years or older to confirm guestroom accommodation at the Kreutzwald Hotel Tallinn. A valid photo ID must be presented at the time of check in for age verification. Accommodations with access to mini bar alcohol will only be granted to those guests with a valid ID confirming 18 years of age or older. Any guest who does not meet the minimum legal drinking age of 18 will be denied any room service that includes alcohol. Under aged guests can only stay at the hotel with a written permit from their parents or legal guardian.

Smoking Policy: The Kreutzwald Hotel Tallinn is a 100% non-smoking facility. Smoking is not permitted anywhere within the hotel. Should it be determined that smoking has taken place in a guestroom or public areas, the hotel will charge a 190 EUR cleaning fee, placed on the guest folio before or after check-out.

Pet Policy: The Kreutzwald Hotel Tallinn is a pet-friendly hotel. Please advise when making a reservation if bringing a pet with you. Additional charges and rules apply for the pet owners.

PLEASE CONTACT US IF WE CAN ASSIST WITH GUEST QUESTIONS:

Reservations email: reserv.kwh@uhotelsgroup.com

Front Office Manager's email: fom.kwh@uhotelsgroup.com

General Inquiries email: info.kwh@uhotelsgroup.com