

FAQ :

Visit our [FAQ](#) section to find answers to your questions. We have prepared an answer to all possible situations to help you find the best booking deal.

Hotel

➤ Reservation

- **Can I book by phone?**

Yes, you can book in all the hotels available to us by phone. Receive information and advice on accommodation

- Make a reservation
- Modify or cancel your reservation
- Receive information about an existing reservation

- **Can I indicate my preferences and other details such as connecting rooms, type of bed, smoker or not, or arrival time?**

A list of facilities and services for each hotel is available on the description page. To be sure that you are viewing hotels that offer certain amenities and services, filter your search by checking the box (es) that match your preferences. If you have additional preferences or special requirements, we advise you to book by phone.

- **Can I book more than one room at a time?**

Yes. You can book up to 4 rooms at a time.

- **How can I book a room that meets my accessibility needs?**

Please see the property description if you have any specific requirements, or contact the property directly.

We cannot guarantee that a room containing all of the options selected will be available.

- **How do I know if my reservation has been confirmed?**

We will send you a confirmation email once you have completed your reservation. You should receive the confirmation email within 15 minutes. You may wait several hours before receiving the confirmation email. Please feel free to look in the Junk Mail inbox to be sure the email has not been blocked. Add this website to your list of 'authorized' senders to receive your confirmation emails and information about your next bookings

- **How can I make a reservation for someone else?**

You can easily make a reservation for someone else online - just insert the name of the person who will be showing up at the hotel and a phone number they can be reached on during the trip. You must provide the customer's email address in order for them to receive the confirmation email.

- **I know which property I want to stay at, but the search results do not show the hotel I want. Why can't I find it?**

There are several reasons for this problem:

- If we do not have rooms available during the chosen dates, the hotel may not appear in the search. Search again without putting dates.
- If you are using filters on the Search Results page to narrow down your preferences, you may have filtered this hotel.
- Or you are looking for a hotel that does not agree with this website.

The best way to find a specific hotel is to filter by the hotel name after searching in the desired destination.

- **I want to bring my pet. Does the hotel allow me?**

This policy varies from hotel to hotel. If the hotel you want to book says 'Animal stay possible', please contact us for more information.

- **I cannot book online. What should I do ?**

Please contact us using the contact details available on our site.

- **What should I do if I do not receive a confirmation email after making my reservation?**

Usually, confirmations are sent within 15 minutes of booking. However, sometimes they can happen after a few hours. Add this website to your 'allowed' senders list to receive your confirmation emails and information about your upcoming bookings.

➤ **Changes and cancellations**

- **How can I cancel a reservation online?**

You can cancel a reservation using the link on the Customer Support Page or the link you find in the confirmation email.

Find the reservation you want to cancel and click on 'Cancel reservation' just below. You will be taken to a page that shows the details of that reservation. A confirmation message will appear, and a cancellation confirmation will be emailed to you.

- **How can I modify my reservation?**

The best way to change your reservation is by phone. Customer support staff can help you find alternative room types, dates or hotels to make sure your stay is as enjoyable as possible.

- **I canceled my reservation. When will I be reimbursed?**

We will refund you immediately after canceling your reservation, and you should see the amount on your account statement within 30 days of canceling, or in your next payment cycle. If you have not received the refund within 30 days, please contact our support.

- **If I change my reservation, will I get the same price?**

Prices and availability may vary. The price may not be the same as stated at the time of the original reservation.

- **What is your cancellation policy?**

All hotels have their own change and cancellation policy and we must adhere to them. We indicate the policy of each hotel several times on the site. The easiest way to find it is to search in the 'Description' part of each establishment, after entering the dates of your stay. You can also view the modification and cancellation policy while you have the reservation and in the confirmation email.

In order to offer more competitive rates, some reservations are non-refundable. If you have booked a non-refundable rate, you will not be entitled to a refund in the event of cancellation. If these are special circumstances, refer to your travel insurance policy. If you need to change your reservation, see the change and cancellation policy in the confirmation email.

- **Do I have to pay the price of one night if I don't show up or if I arrive too late?**

The hotel may charge you a penalty depending on the cancellation policy of the reservation. We advise you to take note of the hotel's policy in the event of cancellation and late arrival. Important: If you do not notify the hotel that you will be arriving late, your reservation may be canceled.

➤ **Payment**

- **How can I receive an invoice for the reservation?**

After you have made your reservation, we will send you a confirmation e-mail which will act as an invoice. When you check out of the hotel, you will receive an invoice from the hotel based on the additional costs you have incurred during your stay.

- **Are my credit card details protected?**

We take great care in the security and protection of your credit card details. If you suspect that an unauthorized transaction has been made on your credit card through our site, contact your bank or credit card company to analyze the transaction. For more information, see our site's Privacy Policy.

- **When will the amount of the reservation be debited from my credit card?**

For some hotels, the amount will be debited at the time of booking. For others, you will pay directly to the hotel during your stay. Please verify this information on the page that summarizes your reservation or in the confirmation email.

- **Will the amount of the reservation be charged to my credit card if I forget to cancel and do not stay in the room I have reserved?**

If you do not cancel the reservation within the time allowed by the hotel in question, you may have to pay modification and cancellation fees which some hotels impose and which we must respect. Cancellation policies vary from hotel to hotel, so pay

close attention to the information in the confirmation email regarding the cancellation and modification of your reservation.

- **Which credit cards are accepted?**

We accept the following cards: MasterCard, Visa, American Express, Diners Club Discover and Visa Electron.

➤ **Guarantees**

Where can I find the modification and cancellation policy after making the reservation?

The easiest way to find the change and cancellation policy for the hotel room you have booked is to view the confirmation email. After finding your reservation, you will find the policy at the bottom of the page.

➤ **Trip**

- **What documents do I need to present at the airport?**

Please consult the official website of the government of the country you need to visit. In general, to go through airport security and present yourself at the departures gate, you must present two documents:

1. A government-issued photo ID, such as a driver's license or passport. The ID must show your name, date of birth, gender, expiration date and must be tamper-proof.
2. A boarding pass with the correct date, issued by the airline. Boarding passes are issued at the airport airline counter, check-in counter, airline self-service kiosks, or on the airline's website.

- **ESTA authorizations for stays in the United States**

The United States has implemented a new Electronic System for Travel Authorization (ESTA) for all travelers heading to the United States with the Visa Waiver Program (VWP) (the ability to enter the United States without Visa). All transit passengers are included if they use the VWP to catch another plane in the United States to another country.

All passengers bound for the United States must complete the APIS form. Authorization is usually immediate, but can take up to 72 hours. All passengers must have their own ESTA authorization - children accompanied or not included, regardless of their age.

Due to the potential delay in authorization, the United States Department of Homeland Security requires travelers to send the registrations to ESTA at least 72 hours before the departure time of the plane that will take them to the States. -United. Other travelers: If you need a Visa to enter or transit the United States, you do not need an ESTA.

Flight

➤ Cancellation

- **How can I cancel my flight?**

In most cases we'll be able to cancel your booking, however it won't necessarily lead to a refund, as it depends on the ticket's fare conditions.

- **What are the cancellation policies?**

Depending on the fares and conditions of the airline, you may be entitled to a full, partial or no refund. Some airlines may also apply a cancellation fee and many fares are non refundable.

- **How do I cancel my booking?**

We can only cancel tickets with regular airlines such as British Airways, American Airlines, and Air France. If you're travelling with a low-cost carrier (e.g. Ryanair, Easyjet, Vueling), please contact the airline directly to request your cancellation.

- **I have bought a ticket with free cancellation .**

Have you just reserved a flight and changed your mind? We understand that circumstances can change!

For this reason we have a number of flights which can be cancelled for free. These will be marked with the message "Free Cancellation"

"Free cancellation" flights can only be cancelled the same day of purchase .

Remember cancellations not made within the day of purchase will have normal conditions applied.

➤ Modification

- **Flexible Travel Dates**

Talyntours Flexible Travel Dates Guarantee gives you the flexibility to change your flight dates. Flexible Travel Dates Guarantee can only be added when the trip is booked.

- This contractual guarantee begins at time of booking and expires 24 hours before the journey starts. All travellers in the booking must make the same change(s) and the guarantee is only valid for one rebooking request.

- With Flexible Travel Dates Guarantee you will be able to rebook your ticket flight if you are unable for any reason to take the original flight. The maximum amount Talyntours will cover and/or reimburse you shall be either 100% of the cost of your original flight ticket or 100% of the cost of the rebooked flight, whichever is the lesser amount.
- The rebooking must be made no later than 24 hours before the departure time and date of your first flight. If you rebook your ticket later than that, the Flexible Travel Dates Guarantee will not apply.

- **Scope of the Flexible Travel Dates Guarantee**

The Flexible Travel Dates Guarantee includes:

- The flight ticket cost charged by the airline
- Ancillary services of luggage and seats in relation to the original flight
- The Flexible Travel Dates Guarantee does not include:
- The service fees or subscription fee charged by Talyntours
- The cost of the Flexible Travel Dates Guarantee purchased with the original ticket flight
- Any insurance premium paid by a customer
- Costs for anything other than a flight booking (as defined herein), such as hotels, car hire, excursions, etc
- Any change of passenger or passenger details on the rebooked flight compared to the original flight. Conditions applicable to the guarantee

- **Conditions applicable to the guarantee**

- The Flexible Travel Dates Guarantee is subject to the following compulsory conditions having been met:
- This guarantee is only applicable to the initial booking done with Talyntours and cannot be transferred to another booking
- Use of Flexible Travel Dates Guarantee will apply to all travellers in the booking and all travellers must make the same change(s)
- The customer must complete the second booking with Talyntours. If a flight is not rebooked at Talyntours, the Flexible Travel Dates Guarantee will not apply
- You may complete the re-booking of your flight(s) up to 24 hours prior to the time and date of departure of the first flight in the original booking. If the rebooking is completed after that time, the Flexible Travel Dates Guarantee will not apply
- The rebooked flight must depart within sixty (60) days before or after the original flight departure time
- The rebooked flight must be from the same departure city to the same destination city with the same airline as the original flight

- **How to use the Flexible Travel Dates Guarantee**

- The request must be made by calling Talyntours . Our agents will tell you everything step-by-step and according to the conditions that apply to your original flight booking
- Refund is normally made within 30 days from the request date
- We will not cover for any amount for which the passengers can be compensated by a third party

- **Is it possible to change passenger's name?**

Transferring air tickets

- For regular airlines, you are generally not allowed to change the passenger name for a completely new passenger. In these cases the booking must be cancelled and a new one made with the correct details. Correcting small errors are often allowed but depend on the airline and may incur a charge from the airline.
- Please note that the airline may deny boarding if the information on the ticket does not match the identification document you present at the airport.
- For low-cost airlines, it is usually possible to change the name completely but this will incur charges and it may even be cheaper to buy a new ticket. Correcting small errors is usually free of charge. Most low-cost airlines allow you to make these changes directly on their website.
- We recommend that you consult the airline's own terms and conditions and present your cancellation request directly to them.

- **How can I change my flight?**

- Have your plans changed?

We can help you find an alternative for your trip!

Before making any change to your booking, we need to check whether your ticket fare permits changes. Changes such as date or route amendments are subject to the conditions defined by the airline and depend on the fare paid. Many cheaper fares do not allow any kind of change.

- How much will it cost?

When changes are allowed, the airline will require you to pay the fare difference between the old ticket and the new one. In some cases an additional penalty may also be added by the airline.

If you're travelling with a low-cost carrier (e.g. Ryanair, Easyjet, Vueling), please contact the airline directly.

- **Changes by the airline**

- What can I do if the airline changes my flight schedule or cancels my flight?

Airlines are sometimes forced to change their flight schedules for operational reasons or force majeure.

If your booking is affected by a change, we will inform you immediately by email. Many of these changes are minor schedule changes, which do not require confirmation from the passenger. In case this change affects your arrival at your accommodation, please contact them directly with the new details found in the email.

If the change or cancellation requires action from your side, we will contact you to indicate how to proceed to find the most suitable option available for you.

In case of most schedule changes, you will be able to indicate your preferences in our Manage My Booking section .

However, if the cancellation has been caused by a critical financial situation (insolvency, bankruptcy, etc.) we will also contact you with the instructions to follow. These instructions will depend on the situation and can vary from rebooking with other airlines, repatriation, no alternative flights, possible refunds or claiming from the airline's administrators.

- **What can I do if my flight is delayed?**

If your flight is impacted by a delay, you may be entitled to compensation from the airline, depending on the delayed time and the distance between the origin and the destination.

As a general rule, but varies airline by airline, if the delay is longer than 2 hours for short flights or 4 hours for long flights, the airline may offer refreshment vouchers. If the delay goes into the following day, the airline should offer overnight hotel accommodation. If the delay occurs in Europe, you may also be entitled to delay compensation from the airline, as flights are covered by the EU flight delay and cancellation compensation (EU Regulation 261/2004). You should enquire at the airline desk in the airport for further information.

➤ **Baggage**

- **What is my baggage allowance?**

Baggage allowances are airline and route specific and indicate the total number of bags, their sizes and weight, that can be carried by each passenger. Please note that most restricted fares may not include any free baggage allowance or may impose a reduced weight limit. While making your booking online you will be able to check the baggage included in your

ticket and for most airlines you will be offered the possibility of adding bags to your booking in just one click.

In general, the maximum weight allowed for checked baggage by regular carriers is between 20 kg (44 lbs) and 23 kg (50 lbs) or 15 kg (33 lbs) to 20 kg (44 lbs) for low-cost carriers.

- **What is the hand baggage allowance?**

The hand baggage you are allowed to carry on board may vary depending on the airline you travel with. Generally, cabin baggage dimensions are 55 cm x 40 cm x 23 cm and the weight can be up to 10 kg.

- **Can I bring liquids on board?**

Are you planning to carry liquids, creams, gels or aerosols in your hand baggage? Please note that each liquid must be in its own container of no more than 100ml (3.4 ounces) and should be carried within a transparent, re-sealable bag no larger than 20cm x 20cm with a total capacity of up to a litre.

During the security check the bag of liquids must be taken out of the hand baggage to be screened separately. You can buy liquids or creams of more than 100ml from the Duty Free store and take them onboard.

- **What articles are not allowed in carry on?**

Due to security reasons there are some limitations on the type of articles that you can carry on board, both as checked baggage or hand baggage. These rules differ depending on your departure airport, destination or even airline. For instance, there are special conditions on flights within the European Union or to/from the United States; some restrictions may apply also to carrying electronic devices on board for flights to the UK and the US.

We advise to always check the destination airport and airline rules before flying.

In general, the items below are not permitted in the hand baggage:



Furthermore, please take into account that some restrictions may apply to carrying electronic devices on board for flights to the UK and the US.

Should you need further information, we strongly recommend that you contact the airline you are travelling with.

- **How to fly with heavy baggage?**

Your luggage allowance (for items put in the hold) is generally 20kg or 23kg (see your confirmation email or go to Manage My Booking to check).

If your luggage weighs more than your allowance, the airline will usually charge you extra. The extra charge can be either per additional kilo or per item - please check with the airline for further details. However the maximum allowance for any single item is 32kg. If the item exceeds this weight, you will need to contact the airline and arrange for it to be shipped as cargo.

Your luggage is also restricted to a certain size - as a general guideline 90 x 75 x 43cm but this can vary between airlines. For large items such as sports equipment (bikes, surfboards, etc) or musical instruments, airlines have different policies and different charges.

Please contact us if you wish to take this type of item and we will contact the airline on your behalf. Please note there is a small fee for this service.

if you Can't find your question answered? [Contact us](#)