



Clarity and transparency are the first step for a happy holiday. Our booking conditions will allow the future guest to decide peacefully and independently.

BOOKING CONDITIONS, ADVANCED CANCELLATION POLICIES AND ADDITIONAL CONDITIONS

PART I) BOOKING CONDITIONS AND TRAINING

A. BOOKING ON LINE

This procedure allows the customer to book your stay at the Hotel in full autonomy.

The procedure is the following:

- ✓ The customer will have to fill the fields in the web page and to complete all stages of the reservation taking carefully read the options chosen stay (room type, price of the service, period of stay, etc.), carefully insert your personal data and those relating the method of payment;
- ✓ Customer must also preliminarily carefully read this document, containing the "Reservation and refinement - Cancellation policy and other conditions";
- ✓ In this phase, the customer may choose to provide for the payment of the deposit penitential, an amount equal to 30% of the total cost of the service by charging your credit card or bank transfer;
- ✓ If the customer opts for **booking with a credit card**, he must indicate the details in the appropriate form available from the site; Hotel, verified the validity of the Charter, will have the charge of the deposit. As soon as the charge will have been successful, the agreement shall be deemed finally perfected and the Hotel will send the customer an email confirmation. In case of cancellation of the booking within the terms of free cancellation, the Hotel will refund only and exclusively on the credit card used for the reservation;;
- ✓ If the customer opts for **booking by bank transfer or postal order**, the Hotel will send the customer an email with bank or postal details of the where to address the transfer or postal order. As soon as the Hotel receives the credit, the agreement shall be deemed finally perfected and the Hotel will send the customer an e-mail confirmation. In order to speed up the conclusion of the Agreement, the Customer may send, via fax or e-mail, a copy of the payment slip;
- ✓ The Hotel reserves the room to the Client for three days of booking, while the customer will be able to obtain a refund of the deposit within the terms indicated in the Part II of this document; with the arrival at the Hotel by the Customer the amount paid as a deposit will be worth as advance payment on the price;



- ✓ If the charge of the deposit to the credit card not to be successful or if the customer does not have the bank within one day of booking (unless otherwise provided in the booking confirmation email), the Hotel will be free from any obligation to the Client.

B. RESERVATION BY PHONE OR VIA E-MAIL

This is the mode of booking preferable because it allows the Hotel to have direct contact with the customer and, therefore, to be able to know the most of its needs and to recommend the best solution for the stay.

The procedure is the following:

- ✓ Following the request for information by the Customer, the Hotel will send him a detailed estimate;
- ✓ To proceed with the booking, the customer must send the Hotel an email with details of the solution chosen stay. The sending of this e-mail does not imply a reservation as the same is subject to re-verification of availability by the management;
- ✓ If the room is available, the Hotel will send the customer an e-mail summary with details of the bank or post office where you have the credit of the penitential deposit, an amount equal to 30% of the total cost of the stay . The Hotel reserves the room to the Client for one day of booking (unless otherwise provided in the booking confirmation email), while the customer may cancel the reservation and obtain a refund of the deposit within the terms of Part II of this document;
- ✓ The Customer may choose to provide for the payment of the deposit by bank transfer, postal order or credit card;
- ✓ As soon as the Hotel receives the credit from the bank transfer or postal order
- ✓ the agreement shall be deemed finally perfected and the Hotel will send the customer an e-mail confirmation. In order to speed up the conclusion of the Agreement, the Customer may send, via fax or e-mail, a copy of the payment slip;
- ✓ If the Customer does not initiate the bank transfer, postal order or credit card within one day of booking (unless otherwise provided in the booking confirmation email), the Hotel will be free from any obligation to the Client.
- ✓ In case of payment of the deposit by credit card the customer must authorize in writing the charge on the card of the agreed amount, provide the card number, the expiry date and the code cvv. In case of cancellation of the reservation, within the terms of free cancellation, the Hotel will refund only and exclusively on the credit card used for the reservation.

The book does not give the customer any rights against the Hotel, if not the one to be preferred over other potential customers, within the period of one day (unless otherwise provided in the booking confirmation email); it loses effectiveness if the customer does not receive the bank transfer or money order within that period or if the charge on credit card is not successful. The conclusion of the contract is subject to the receipt of the deposit by the Hotel.



PART II) CANCELLATION POLICIES AND ADDITIONAL CONDITIONS

A) Within the terms set out below, which can vary according to the period of the stay, the customer may rescind the agreement without incurring any consequences, thus obtaining, in whole or in part, the immediate return of the deposit. The withdrawal of the agreement can be realized through mail or fax.

1. **For stays during the months from January to May and from October to December**, the customer may rescind the agreement:

- Up to five days before the date of arrival with, in which case he will get a full refund of the deposit paid;
- Up to one day prior to arrival date, in which case he will get a refund of 50% of the deposit paid;

2. **For stays during the months of June and September**, the customer may rescind the agreement:

- Up to twenty days before the date of arrival, in which case he will get a full refund of deposit;
- Up to fifteen days before the date of arrival, in which case he will get a refund of 50% of the deposit paid;
- Up to seven days before the date of arrival, in which case the customer will not obtain the refund of the deposit paid.

3. **For stays during the months of July and August**, the customer may rescind the agreement:

- Up to thirty days before the date of arrival, in which case he will get a full refund of deposit;
- Up to twenty days before the date of arrival, in which case he will get a refund of 50% of the deposit paid;
- Up to ten days before the date of arrival, in which case the customer will not obtain the refund of the deposit paid.

In case of withdrawal from the agreement after the above mentioned deadline or in case of no-show at the Hotel on the scheduled date of arrival the customer is not released from the obligation to comply with the provision agreed, excluded the costs not incurred by the Hotel.

In all cases, the check-in is from 2.00 pm to 11.00 pm. After this time, and without any written notice, the room will be canceled and the relative penalties indicated in point "C" will be applied.



- B) Notwithstanding the point "A" in case of conclusion of the agreement in adherence to a "Special Offer" , the cancellation terms will be those indicated in the booking confirmation email.

In case of withdrawal from the agreement after the above mentioned deadline or in case of no-show at the Hotel on the scheduled date of arrival the customer is not released from the obligation to comply with the provision agreed, excluded the costs not incurred by the Hotel.

Unless otherwise regulation, the customer can not withdraw and will still be obliged to fulfill the provision agreed, excluded the costs not incurred by the Hotel.

In all cases, the check-in is from 2.00 pm to 11.00 pm. After this time, and without any written notice, the room will be canceled and the relative penalties indicated in point "C" will be applied.

- B) The Customer will be required to fulfill the expected price for the entire stay in case of early departure, in case of show up at the hotel one or more days after the booked date or if he arrive at the Hotel after the scheduled check-in time., excluded the costs not incurred by the Hotel.

The hotel may rescind the agreement within one week of the conclusion (see part I), and in any cases no later than three days prior to the scheduled arrival date, by sending an e-mail to the customer and returning the deposit; later, in the case of inability to provide housing services, the Hotel will pay the customer double the deposit received.

If hindrances due to force majeure should occur the Hotel won't pay the customer double the deposit received.

This document is an integral part of the agreement and the customer is required to take a thorough understanding before proceeding to the conclusion.