

TERMS AND CONDITIONS:

1. CONDITION

2. MANDATORY CHARGES

3. CANCELLATION POLICY

1. Condition

Reception hours: 9.00-12:00 ; 17:00-20:00. For any need you may have outside of reception hours we will be at Your disposal with a mobile phone number +39 3467877222

- **Check-in:** starting from 17:00 pm to 20:00 pm
- **Late Check-in:** arrivals after 20:00 and not later than 24:00 must be previously agreed and require a supplement of 50.00 EUR.
- **Early Check-in:** it's possible during reception hours, must be previously agreed and require a supplement of 30.00 EUR
- **Check-out:** before 10:00 am

2. Mandatory Charges to be paid on site at time of Check-in and Check-out

A security deposit of **EUR 100** is required in cash on arrival, refundable at the end of the stay after a check on the state of the apartment. In the case of departures outside reception hours, the refund will be made via bank transfer (expenses paid by the customer)

Upon your arrival, payment of the tourist tax may be requested for each guest according to current legislation, with the exception of children under 12 who do not pay.

- The accommodation will be served clean and tidy and it must be the same at the check -out. In case the customer does not provide it, extra cleaning costs will be charged. 60 EUR for a one-room apartment, 75 EUR for a two-room apartment, 85 EUR for a three-room apartment.
- Cleaning dishes and the hob is charged to the customer, if not made will be applies a supplement of 30 EUR.
- Customer are required to dispose of waste according to municipal regulation. If at check-out the waste is still in the apartment, and the disposal service has been not bought, will be charged an extra of 30 EUR.

The list of extra services offered and any charges at check-out is posted at reception.

3. Cancellation Policy

Refundable rate - Free cancellation within 14 days:

- The amount of the reservation must be paid in the structure at check-in with the same credit card inserted at the time of booking.
- No penalty on cancellations within 14 days before the arrival date;
- 100% penalty on cancellations within 13 days before the check-in date; - 100% penalty in case of non-appearance - No deposits allowed.
- In case of early departures no reductions will apply and the total amount will be charged anyhow.
- In case of an invalid Credit Card or insufficient funds, the structure reserves the right to cancel the reservation at any time, without notice.
- Also check that the expiry date of the credit card used is later than check-in date.
- Regarding the cash ceiling usage the structure will refer to the legislation at the moment of booking. Guests must pay this fee at the residence

_ Upon your arrival, payment of the tourist tax may be requested for each guest according to current legislation, with the exception of children under 12 who do not pay.

We accept the following payment methods: Visa, MasterCard, American Express, Maestro, Bancomat, Cash (No prepaid credit card, Diners, Discover, JCB, CartaSì UnionPay or checks).

Non refundable rate:

- no modifications or cancellation possible, the total amount will be charged upon booking.
- In case of early departures no reductions will apply and the total amount will be charged anyhow.
- In case of an invalid Credit Card or insufficient funds, the structure reserves the right to cancel the reservation at any time, without notice. Guests must pay this fee at the residence

_ Upon your arrival, payment of the tourist tax may be requested for each guest according to current legislation, with the exception of children under 12 who do not pay.

We accept the following payment methods: Visa, MasterCard, American Express, Maestro (No diners, Discover, JCB, CartaSì, UnionPay or checks).

IMPORTANT: In the event of early departures, there are no discounts, the full amount of the booking will be charged in any case.