

TERMS AND CONDITIONS



Booking Conditions & Cancellation Policy

Please read carefully the booking rules below. Each booking, after its confirmation, has the value of a contract in accordance with current Italian legislation. The contract is binding for those making the booking and for all other people mentioned in the same, under 18th included.

Booking

It is possible to send a request for availability and wait for our response.

Alternatively, you can book online by following the instructions available on our website www.hotelaltavillacz.com

Following the request you will receive an offer (non-binding). The reservation is to be considered confirmed only after our written communication showing the total price of the stay and after the payment of the deposit, to be made within 3 days by our confirmation. If the payment is not made within the requested time, the reservation is cancelled.

The reservation becomes binding for Hotel Altavilla only upon a copy of the payment receipt of the deposit or of the credit card details on which to make the authorized withdrawal.

Send copy of payment by e-mail to: info@hotelaltavillacz.com

Only now Hotel Altavilla undertakes to send the client a confirmation e-mail or a summary voucher to be shown at check-in. Confirmation of booking implies acceptance of our cancellation and deposit terms. We kindly ask you to check the accuracy of the aforementioned confirmation data and inform us of any anomaly as soon as possible. The communication must be received no later than 4 days from receipt of the same.

After this deadline we decline any responsibility for any inaccuracies.

Upon arrival it is mandatory to present a document of recognition for each person.

To make changes to the reservation you need to contact the reception staff, who will do everything possible to accept the request. However, we can not guarantee the fulfillment of this request. In the case of a booking change to a period for which the price is higher than the amount paid, the customer is required to pay the difference.

Payment

General conditions:

It is required to pay a deposit (excluding tourist tax and optional services) no later than 3 days from the date of confirmation of booking. In case of failure to receive the deposit within the indicated dates, the reservation is void. The same is applied to the balance.

In case of non-payment of the amount required, the reservation will be cancelled.

The amount of the deposit is equal to 30% of the amount of the stay up to 3 nights, while for longer stays 50% of the total amount.

As required by the civil code in art. 1385, fees will not be returned in case of cancellation or no presentation.

Accepted payment methods: bank transfer and credit card.

The payment of the reservation must be paid upon departure. Any extras must be paid before departure.

For payments by bank transfer, we indicate the following data:

Bank transfer

Hotel Altavilla

Monte dei Paschi di Siena

Iban: IT 05 to 01030 04400 000000591984

Send the copy of the bank transfer receipt to the following address: info@hotelaltavillacz.com, indicating the date of your reservation, the telephone number and the email address, you will receive confirmation.

Pre-authorization

Hotel Altavilla reserves the right to check the validity of the credit card before the arrival of the client requesting a preauthorization of the circuit to which it belongs. With the pre-authorization the hotel guarantees the temporary availability of the total amount of the stay, or a part of it, to make sure that the credit card is valid. NO AMOUNT IS COLLECTED. The pre-authorization expires automatically after 20 days from the requested date and the amount is released. In case of pre-authorized with a negative

result the customer will be notified and the reservation will be cancelled. In this case the hotel will have no obligation towards the customer.

Prepayment "Non Refundable"

If this special rate is booked, the full amount will be charged to the credit card or requested by bank transfer. The full amount is not refundable under any circumstances. In certain periods, different payment terms may be applied. Please refer to your booking confirmation.

Extension of the staying

The extension of the stay requires an additional reservation, and is subject to availability and rate changes.

Cancellation Policy (individual bookings)

Any booking cancellation must be communicated in writing. For the cancellation policy please refer to your booking confirmation.

In case of cancellation or changes made up to 3 days before the date of arrival, no fee will be charged. For cancellations or changes beyond the aforementioned term, the cost of the first night for each room cancelled for stays up to 3 nights will be charged to the credit card as a guarantee, while for longer stays, the 50% of the total amount.

This cancellation policy is not valid for the discounted Non-refundable rate (in this case the amount of the reservation will be charged at the time of the reservation and will not be refunded in case of cancellation).

No reimbursement is due to the guest who decides to interrupt the stay already undertaken and therefore is required to pay the entire booked stay

No Show (lack of customer presence)

In case of no customer presence , the deposit will be retained, or the cost of the first night will be charged to the credit card.

GROUPS Booking and Cancellation Policy

By making a reservation, the person completing the process is identified as referent of the group and confirms to be authorized by the other participants to adhere to the Booking Conditions and Cancellation Policy of the Hotel Altavilla. The contact person of the group is responsible for the total invoice of all the bookings confirmed by him. Requests after the expiring date must be communicated

directly and exclusively by the group leader. Reservations do not include changes. It would be necessary to cancel your booking and make a new one.

Deposit

To confirm the reservation a deposit will be required between the 30% or 50% of the total booked services. The deposit is never refundable.

Rooming list

The contact person of the group is responsible for sending the final guest list as soon as possible and no less than 15 days before arrival.

Any cancellations must be received in writing by e-mail

Cancelled bookings will be subject to penalties as follows:

- **up to 30 days before the date of arrival no penalty will be applied;**
- **from 29 to 15 days before arrival the deposit will be retained and an additional penalty equal to 30% of the entire booked stay will be applied;**
- **from 15 days to 7 days before the date of arrival the deposit will be retained and an additional penalty equal to 50% of the entire booked stay will be applied;**
- **from 7 to 0 days before the arrival date a penalty equal to 100% of the entire booked stay will be charged.**

In case of lack of customers presence or early departure a penalty equal to 100% of the entire stay will be charged.

Early departures will be charged for the entire booked stay.

Confirmation of booking implies acceptance of our cancellation and deposit terms.

Causes of force majeure

The management declines all responsibility for disservices due to lack of supplies, fortuitous failures of the equipment or other causes of force majeure. We accept no responsibility for damage caused by other guests, atmospheric events, natural disasters, epidemics, diseases and thefts.

Do not hesitate to contact us at the following e-mail address: **info@hotelaltavillacz.com** or at the address indicated on the website www.hotelaltavillacz.com, our staff is always available for all your requests.