

The small print – our general terms and conditions of business

All prices are per person per day (or week if stated), including meals as indicated and booked (breakfast, half board, full board) and the statutory amount of VAT. The prices may be amended at any time to take account of any changes to the statutory level of VAT.

Included in the cost of the hotel:

- Copious breakfast buffet including gluten-free products. The half board or full board (if booked) consists of a 3-course set meal, it's also available with gluten-free or lactose-free dishes (please request in advance).
- Use of the hotel's own indoor pool (12x8 m, 1.4 m deep, water temp. approx. 31 °C), the hotel's own sunbathing area, including loungers, hammocks and beach chairs.
- Free use of the library
- Free wireless internet access or internet in your room and in the public areas.

Unfortunately we are unable to accommodate pets, as the hotel is allergy friendly.

Deductions:

If you have booked half or full board and notify us by noon on the day in question that you do not wish to consume the relevant meals, you will only be charged for the room and breakfast on that day.

Arrival / Departure:

The rooms are available from 2pm on your day of arrival. Please vacate your room by 10.00 am. Late departure (up until 6 pm) on the day of departure subject to availability only at a cost of 50% of the room rate.

Cancellation:

Should you cancel your holiday with us for any reason, the cancellation charges listed below will be applicable. Please understand that reservations that have not been cancelled in writing shall be considered to be confirmed.

Travel Cancellation Insurance:

To protect you from any problems, you could take out the travel cancellation insurance offered via our website.

Payment:

We accept the following modes of payment: cash¹, bank transfer in advance, debit card or Visa / Mastercard. If you want to leave early we kindly ask you to pay the bill the day before you leave.

¹Important: as per decree dated 01.06.2020, cash payments are only permitted in Italy up to a maximum of Euro 1999.00!

Deposit:

To guarantee your reservation, we request a deposit of 30% of the contractually agreed sum by credit card, bank transfer or cash payment up to 30 days before commencement of your stay.

Our bank details:

Raiffeisenkasse Kaltern, Überetsch

IBAN: IT21P08255 58250 000302213583

SWIFT-BIC: RZSBIT21248

Detailed conditions of cancellation and deposit payment:

(in line with the conditions of the Europäische Reiseversicherung insurance policy)

- **INDIVIDUAL TRAVELLERS** Irrespective of your arrival time, the room will be held for you. Your reservation must therefore be guaranteed by credit card or payment of a deposit. If you fail to arrive or do not cancel your reservation in due time, the cost of the reservation will be invoiced as follows:

More than 3 months prior to commencement of travel: No charge

Between 3 months and 28 days prior to commencement of travel: Room rate for a maximum of 3 days

Within 28 days: Room only: 100% of the reservation cost
With breakfast: 80% of the reservation cost
With half/full board: 70% of the reservation cost

If you need to leave early: The unused days, including meals

- **TOUR GROUPS & EVENTS WITH ROOM** Cancellation of the entire reservation or partial cancellation

More than 3 months prior to commencement of travel: No charge

Between 3 months and 28 days prior to commencement of travel: Room rate for a maximum of 3 days

Within 28 days: Room only: 100% of the reservation cost
With breakfast: 80% of the reservation cost
With half/full board: 70% of the reservation cost

If you need to leave early: The unused days, including meals

Rules governing cancellation of catering services

(Restaurant, bar, coffee breaks, standing buffet, banquet)

Variances of up to 10% of the previously confirmed total number of participants are permitted up to the day of the event.

Deposit / guarantee – tour groups & events with room ²

To guarantee the reservation we request payment of a deposit as follows for the contractually agreed sum by credit card, bank transfer or cash payment:

Deposit up to 90 days before arrival: 30% of the agreed total amount incl. Meals

Payment: Please let us know how you wish us to invoice you ³

Settlement of the balance: Credit card payment upon departure

Cash payment¹ upon departure

¹**Important:** as per decree dated 01.06.2020, cash payments are only permitted in Italy up to a maximum of Euro 1999.00!

Bank transfer (after receipt of invoice) only by prior written agreement

² If payment is not received by the agreed date, we reserve the right to deem the reservation cancelled.

³ If, after departure of the group, payments for rooms and/or extras are yet to be made, these shall be guaranteed by the company and added to the total invoice.