

## 1. AGREEMENT AND RESERVATION

Reservations can be made and concluded by telephone, email, or directly from the [www.campingsanbenedetto.it](http://www.campingsanbenedetto.it) website at our online booking system. The reservation is nominative, and as such, is considered valid only for persons whose personal details are indicated in the reservation contract.

Upon receipt of the booking request, San Benedetto Camping Relais will send the customer a dedicated quote, indicating: the type(s) of accommodation unit(s), the arrival and departure dates, the amount due for the stay at the time of the request and the method of payment. The quotation must be confirmed for acceptance in the manner indicated in the quote itself and shall therefore be deemed to be excepted in terms of content, condition and rules of the facility.

With the confirmation of the booking and payment of the advance/final payment, the booking contract is considered concluded and as such is binding. Acceptance of the booking by San Benedetto Camping Relais is subordinate to payment of the advance/final payment request for the stay, within the established terms.

Failure to comply with the payment terms constitutes an express termination clause that will result in the legal cancellation of the booking contract, without prejudice to compensation for further damages suffered by the organisation.

Any special initiatives (offers, last minute, etc.) that may be published during the year cannot be retroactive, cannot be accumulated, and will be subject to limited availability and specific contractual conditions.

Reports made by Guests regarding accommodation location preferences will be treated as such, and will not be binding or an absolute guarantee, as allocation will take place on site at the only discretion of the Management.

Pets are allowed in some accommodations, 1 per household, upon request and verification of availability. They are subject to payment of the relative daily rate. They must always be kept on a leash and never left unattended inside the accommodation units. The conditions for staying with animals are set out in the Camping Relais Rules, which are an integral part of the Booking and Cancellation Conditions.

## 2. PRICE

The price of the services requested by the customer is determined at the time of the booking request (dynamic prices) and is stated in the quotation, with its validity date. After that date, the proposed quotation may no longer be available due to lack of availability or be subject to price changes.

The Mobilhome rate includes the overnight rate for 4 persons; any additional persons will be considered as such and must pay the applicable rate, excluding children up to 1 year old.

## 3. METHODS OF PAYMENT

The customer who wishes to confirm the quote with the booking proposal must proceed with the payment of the advance payment or the total payment within the terms set out in the quote itself, according to the following procedures: payment of the advance payment in accordance with the terms set out in the quote, usually amounting to 30% of the total of the reservation, plus booking fees; subsequent final payment can be made no later than 7 days prior to the arrival date or at the Reception upon arrival.

Payments can usually be made by credit/prepaid card (e-commerce transaction on your own or Mo.To. providing card details), bank transfer. Any changes in payment methods will be communicated by the Reservation Office itself. We would like to remind you that by making payment by credit card in Mo.To. mode, you simultaneously authorise the Reservation Office to proceed with this operation.

For bookings made in the 7 days prior to the arrival date, the customer must pay 100% of the total booking amount; in this case, payments can only be made by credit/prepaid card (e-commerce transaction in autonomy or Mo.To. by providing card details), at the same time authorising the Reservation Office to proceed with the operation in the case of Mo.To. POS withdrawal.

## 4. RESERVATION CHANGE

Changes in terms of personal data, number of participants, ancillary services, with respect to what is stated in the booking confirmation, can only be requested if communicated to the Reservations Office at least 21 days before the date of arrival.

Requests for change of dates and/or change of type of accommodation unit can also only be made if communicated to the Booking Office at least 21 days before the date of arrival. San Benedetto Camping Relais has the right to accept or refuse such requests, following a check of availability. Should such requests result in an upward variation of the total due, this amount shall be considered the new total payable by the customer, which cancels and replaces the previous one. No refunds will be made for booking changes that reduce the originally planned total. The Mobilhome rate includes the overnight rate for 4 persons; any additional persons will be considered as such and must pay the applicable rate.

## 5. DELAYS AND CANCELLATIONS

The booked days will be charged in full, even in the event of late arrival or early departure. The booked accommodation is kept available until midnight on the day of arrival; once this time limit has elapsed, in the absence of communication from the Guest, the booking will be automatically cancelled and the Management will be able to freely dispose of the booked accommodation again, without any constraints.

## 6. CANCELLATION POLICY

Requests for cancellation of confirmed bookings (at the state of advance payment or total already paid), must be sent by the Guest by email to the Reservation Office. Total or partial cancellation of the stay by the guest, late departure or early return, are subject to a 100% penalty and therefore non-refundable.

It is possible to request cancellation of the reservation free of charge only if the request is made in writing no later than 30 days before the date of arrival: €20,00 practice fee and €5,00 charges will

be deducted for handling the refund, but the advance payment will be refunded without penalty by bank transfer to the details provided by the customer.

In all other cases (special rates, non-refundable rates, last minute bookings, walk-in, etc.) there will be no refund, remembering that the booked stay must be paid in full, even in the event of partial cancellation.

## 7. REGISTRATION

Upon arrival at San Benedetto Camping Relais, guests must present themselves at the Reception desk with the booking documentation, all the participants' identity documents, including children, and follow the registration process as stated in the Camping Relais Rules, which is an integral part of the Booking and Cancellation Conditions.

### • Check-in/Check-out

The booked Mobilhome is available from 17:00 on the day of arrival and must be vacated by 10:00 on the day of departure; if you stay later than the time set for the day of departure, you will be charged for the next day in full, according to the current price list.

### • Deposit

Upon arrival, a deposit of €100.00 will be required in cash to guarantee the proper use of the accommodation, which must be vacated in the same condition as it was accepted upon arrival. The deposit will be returned after the property has been checked by the staff, at the same time as the keys are handed over on departure, exclusively during office hours, provided that the accommodation is returned in good order, with the hob and sink clean, the furniture in its place, the kitchen utensils washed and the rubbish and waste disposed of in the recycling area.

If the check is satisfactory, the deposit will be refunded immediately. If you depart outside office hours, the check will be carried out the following day and, if satisfactory, the deposit will be refunded by bank transfer, minus a fee of €5.00. Furthermore, the deposit paid may be retained for damage caused by negligence or carelessness. For damage exceeding the amount of the deposit, the difference will be requested upon departure.

### • Payments

Advance payment and final payment must be made before the arrival in the manner described above. Should the Management require payment in full or of the advance payment on arrival, or should any extras be added at a later date, payment may be made during check-out hours (08:00 - 12:00; 17:00 - 20:00).

## 8. CITY TAX

It is €1,50 and applies per day per person up to a maximum of 21 consecutive nights (excluding children up to and including 12 years old). It is never expressed in the quotations as it is not an accommodation fee, but a municipal tax.

## 9. EXTRA

The price quoted in the Offer generally includes the rate of the chosen accommodation unit(s). Any booked extra services that are not part of the Offer, or that are requested on site, will be paid for directly at the Reservation Office.

Compulsory charges payable locally:

- Miami, Perla, Perla Top: € 40,00 set up and clean up cost;
- Village, Blu Village, New Village, Glamping: € 55,00 set up and clean up cost;
- Elite Village, Top Village: € 75,00 set up and clean up cost;

Please note that the hob, fridge, sink and crockery must be left in the same tidy and clean condition in which they were found; otherwise an extra € 35,00 charge will be added.

For the types of Mobilhome equipped with mini whirlpools, the first supply of bed linen and towels is included for persons confirmed at the time of booking. Should additional persons be added at a later date, they are to be considered as extras, so kits can be hired at the Reception.

And then, about mini hydromassage pools, specific procedures are followed for preparing the pools, filling them, sanitising the water, and checking them daily. The rules for proper use are clearly explained to the guest and are also available in the quick info within the booking quote. Should it become necessary to empty the tub during the stay, with the subsequent sequence of restoration activities, a charge of €50,00 will be made.

## 10. COMPLAINTS

Any complaints must be made immediately at the reception desk to the person on duty, so that the procedures for checking and eventual restoration of the service can be initiated. No complaints will be accepted if received during the stay, more than 24 hours after arrival, or more than 7 days after the end of the stay itself, in the case of intermediation with tour operators, offline and online travel agencies (OTA).

## 11. GENERAL CLAUSES

With the confirmation of the estimate, the client accepts the booking conditions of San Benedetto Camping Relais, the accommodation rates in force at the time of booking, and undertakes to scrupulously respect the Camping Relais Rules. San Benedetto Camping Relais has the right to terminate the booking contract if the subscriber, his family members or guests do not comply with the regulations in force.

The photos used to describe services and accommodation units are indicative of the category booked and for illustrative purposes only.