

1. AGREEMENT AND RESERVATION

Reservations can be made and concluded by telephone, email. 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 estimate, indicating: the type(s) of pitch(es), 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 quotation itself and shall therefore be deemed to be accepted in terms of content, condition and rules of the facility.

With the confirmation of the booking and payment of the downpayment/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 downpayment/final payment 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.

Requests made by Guests regarding pitches 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 sole discretion of the Management.

Pets are allowed in camping area, 1 per family, upon request and verification of availability. They are subject to payment of the relevant daily rate. They must always be kept on a leash and never left unattended inside the camping spot. The conditions for staying with animals are set out in the house 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.

3. METHODS OF PAYMENT

The customer who wishes to confirm the quote with the booking proposal must proceed with the payment of the deposit or the balance within the terms set out in the quote itself, according to the following procedures: payment of the downpayment in accordance with the terms set out in the quote, usually amounting to 30% of the total booking amount, plus booking fees; subsequent final payment has to be done the day before the departure.

Payments can usually be made by credit/prepaid card (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 the 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 (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.

5. DELAYS AND CANCELLATIONS

The booked days will be charged in full, even in the event of late arrival or early departure. The booked camping spot is kept available until midnight on the day of arrival; after this deadline in the absence of communications from the Guest, the booking will be automatically canceled and the Management will be able to dispose of the items of the booking again freely, without any constraints.

6. CANCELLATION POLICY

Requests for cancellation of confirmed bookings (at the state of downpayment or total payment 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 reimbursement fee will be deducted for handling the refund, but the deposit 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, 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 Internal Regulations, which is an integral part of the Booking and Cancellation Conditions.

• Check-in/Check-out

The pitch is available from 14:00 of the arrival day and has to be left within 12:00 of the departure day; if you stay later than the time set for the day of departure, you will be charged for the next day in full (pitch and persons), according to the current price list.

• Payments

Payments (downpayment and final payment) must be made in advance of arrival in the manner described above. Should the Management require payment in full on arrival, or should any extras be added at a later date, payment has to be done during cash 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 pitch(es). 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.

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 accommodation facility's regulations. 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.