

BOOKING CONDITIONS

Art. 1 – BOOKING AND CONFIRMATION

After receiving the booking request, Management sends the customer the "offer" stating the type of structure, arrival and departure dates, total amount without tourist tax but including all booked services, additional costs, payment methods of the deposit to confirm the reservation.

The customer must verify the reservation in all its contents before accepting it sending a written confirmation by the stated deadline, and then proceeding with the down payment within the deadline designated in the offer.

If the down payment is made on the last day of the validity of the offer, the client must inform the Management in order to keep the offer valid for a few more days to allow the accreditation of the payment.

We would like to remind you that, transferring the down payment via credit card and so giving the booking office all the data needed, you do allow our designated staff to proceed with the withdrawal.

Failure to comply with the aforementioned payment conditions constitutes an express termination clause such as when determined by the travel agency and/or Management, the termination of the contract, without prejudice to compensation for further damage to the organization.

Any special initiatives (offers, last minute offers, etc.) that have been published during the year have no retroactive effect, they are subject to limited availability and specific contractual conditions.

Any preferences made by the customers regarding the position of the accommodation in the village or camping, will be treated as such, and will not be binding or absolute guaranteed, since the assignment will take place upon arrival at the sole discretion of the management.

Pets are allowed only within certain structures upon request and based on availability, and they are subject to a fee. They must be kept on leash, never left alone within all housing units nor in the pitches.

Art. 2 – VARIATIONS

Changes in terms of personal data, number of guests or additional services are not accepted with regard to what is stated in the booking proposal after its confirmation, unless this information is communicated to the management at least 21 days before the date of arrival.

Art. 3 - DELAYS AND CANCELLATIONS

The booked days are fully charged, even in the case of late arrival or early departure. In case the customer does not arrive by 10:00 am the day after the expected day of arrival recorded in the booking,

and without contacting the reception, Management reserves the right to cancel the reservation and the availability to third parties of the subject of the booking.

Art. 4 - REGISTRATION

Upon arrival at San Benedetto Camping Relais, the guest must present himself at the Reception with the documentation relating to the reservation, with all the identity documents of the participants, including children, and follow the registration operations as indicated in the Regulations Interior which is an integral part of the Booking Conditions.

CHECK-IN/CHECK-OUT

The Mobilhome booked is available to guests from 5 p.m. on the day of arrival and must be vacated by 9 a.m. on the day of departure, while the pitches will be available from 2 p.m. of the arrival day and must be vacated by 12.00 p.m. of departure day.

It is possible to use the early check-in service, which allows early access at 11.00, at a cost equal to 25% of the daily fee. It is also possible to take advantage of the late check-out service, which allows late departure until 8.00 pm, at a cost equal to 50% of the daily fee.

DEPOSIT

To enter all the housing units of the Village the guest will be asked to deliver a deposit of 100-200 euros cash, which will be returned on the departure day after a final inspection made by our staff.

This check takes place at the same time as the delivery of the keys upon departure and is carried out exclusively during office hours, from 7:00 to 23:00. Should the departure, for particular urgencies, take place outside this time, the deposit will be retained and returned the next day, if the check is positive, by bank transfer at the expense of the guest.

PAYMENTS

Regarding housing units, the remaining amount must be paid on the day of arrival according to the Cash Desk's timetable; or, in particular cases indicated by the reception staff, the day after. Concerning the pitches, the remaining amount must be paid one day before departure always according to the Cash Desk's timetable.

Art. 5 - TOURIST TAX

Tourist tax is € 1.10 per person and applies per day up to a maximum of 21 consecutive nights (excluding children under 12 years included). It is never included in the offer since it is not a rate of the accommodation, but a city tax.

Art. 6 - EXTRA

The price mentioned in the offer includes the first stock of bed sheets. All extra services that have been booked after the confirmed offer, or have been requested at the arrival are to be paid directly at the reception.

Mandatory charges to be paid on the spot: € 15.00 for setting up Mobilhome Village, Blue Village, New Village and Perla Top, for stays from 1 to 4 nights (€ 20.00 for Mobilhome Top Village); € 45.00 final

cleaning costs Mobilhome Village, Blue Village, New Village and Perla Top, for stays from 5 nights onwards (€ 50.00 for Mobilhome Top Village). We remind you that the hob, the fridge, the sink and the dishes must be left in the same orderly and clean condition in which they were found. Otherwise € 35.00 will be added to the set-up or cleaning costs (depending on the nights of stay).

Art. 7 - COMPLAINS

Complains must be immediately reported to the staff on shift at the reception, in order to proceed with the verification and restoration of the service. No complaints will be accepted if they arrive after 24 hours during the stay, or more than 7 days after the end of the stay in case of mediation with tour operators, offline and online travel agencies (OTA).

CANCELLATION CONDITIONS

All requests to cancel confirmed reservations (in the state of advance or partly paid) must be presented in writing. The customer who was forced to abandon the stay,* in any case by notifying the cancellation at least 7 days before the date of arrival, will be fully refunded with a deduction of €30. No refund is foreseen in the case of cancellations after the above-stated period.

We would like to reminding you that the Regulation, downloadable at www.campingsanbenedetto.it, is part of the Booking conditions. By accepting and confirming the offer, the guest declares to have read and accepted such regulation fully, mindfully committing himself and the other people travelling along to respect it.

From 01/01/2020, the threshold for the use of cash will be reduced to €1,999.99 (which will drop to €999,99 on 01/01/2022).

**We mean cancellations related to Covid-19 and for government reasons (eg lockdown, border closure, closure structure, etc.)*

Update of 30/03/2021, not retroactive.