

## BOOKING CONDITIONS

### **Art. 1 – Booking and confirmation**

After receiving the booking request, Management will send the Offer stating: type of structure, arrival and departure dates, the total amount without tourist tax, payment methods of the deposit to confirm the reservation.

The Offer, verified in its content, must be confirmed by email within the stated deadline, and then proceeding with the down payment of the required deposit within the established terms.

If the down payment of the deposit is made on the expiry day 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, making the down payment of the deposit by credit/prepaid 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 Management and / or the travel agency, the termination of the contract, without prejudice to compensation for further damages suffered by the organization.

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

Any preferences made by the Guests regarding the position of the accommodation in the Village or Camping area 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 in some structures, upon request and based on availability. They are subject to the payment of the relative daily rate. They must always be kept on leash, never left alone within all housing units nor in the pitches. The conditions of stay with animals are reported in the Internal Regulations, which are an integral part of the Booking and Cancellation Conditions.

### **Art. 2 – Variations**

We cannot accept changes in terms of personal data, number of guests, additional services, with regard to what is stated in the booking proposal after its confirmation, unless these information are communicated to the Management at least 21 days before the arrival date.

### **Art. 3 – Delays and cancellations**

The booked days are fully charged, even in the case of late arrival or early departure. The booked accommodation is kept available until 10:00 on the day following the expected arrival; after this

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deadline, in the absence of communication from the Guest, the reservation will be automatically canceled and there will be 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 reported in the Internal Regulations which is an integral part of the Booking and Cancellation Conditions.

- **Check-In/Check-Out**

The Mobilhome booked is available to Guests from 5 pm on the day of arrival and must be left by 9.00 am on the day of departure (except for Mobilhome with check-out at 12:00 pm); the pitches will be available from 2 pm of the arrival day and must be vacated by 12:00 pm of departure day.

- **Deposit**

For stays in Mobilhome, a deposit of € 100 will be required in cash, which will then be returned at Check-Out after a final inspection carried out by our staff. This check takes place simultaneously with the delivery of the keys upon departure and is carried out exclusively during office hours, from 8:00 to 22:00. 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**

For housing units, the balance is to be paid on the day of arrival, during checkout hours or, in specific cases indicated by the Reception staff, the day after them. Stays on the pitch must be paid for the day before departure, during the cash desk hours.

#### **Art. 5 – Tourist Tax**

It is € 1.10 and is applied per day per person up to a maximum of 21 consecutive nights (excluding children up to 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 shown in the Offer generally includes the rate for the accommodation booked and the first supply of bed sheets. Any extra services booked after the confirmation of the Offer, or requested on site, will be paid directly at our Offices.

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- **Mandatory charges to be paid locally**

€50.00 final cleaning costs. 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 the stay).

**Art. 7 – Complaints**

Any complaints must be immediately exposed to the staff at the Reception, in order to proceed with the verification and the 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 itself in case of mediation with tour operators, offline and online travel agencies (OTA).

## CANCELLATION CONDITIONS

Any requests for cancellation of confirmed bookings, in the state of advanced or partly paid, must be presented in writing.

The cancellation request must be received at least 14 days before the check-in date; the deposit paid as a confirmation of the reservation, can be used for a new stay of the same or higher amount, to be made by the end of the current season.

No reimbursement is provided, even if in case of special and non-refundable rates, in case of cancellations after the terms indicated above, remembering that the booked stay must be fully paid, even in case of partial cancellations.

These cancellation conditions do not apply for bookings that use vouchers issued to cover deposits paid for stays not made in the 2020 season.

We kindly remind you that the Internal Regulations, downloadable in the DOWNLOAD section of the website [www.campingsanbenedetto.it](http://www.campingsanbenedetto.it), are an integral part of the Booking Conditions.

By accepting and confirming the Offer, the guest declares to have read the Internal Regulations, and accept such regulation fully, committing himself and the other people travelling along to respect it.

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