

## **BOOKING CONDITIONS**

### **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.

### **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.

Società di gestione: San Benedetto S.r.l

Sede legale: Strada Bergamini, 14 - fraz. San Benedetto - 37019 - Peschiera del Garda VR • Tel.

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Sito web: [www.campingsanbenedetto.it](http://www.campingsanbenedetto.it) • Email: [info@villaggiosanbenedetto.it](mailto:info@villaggiosanbenedetto.it) • P.IVA 01374580239



## **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.

## **CHECK-IN**

Upon arrival at San Benedetto Camping Relais, the guest must report to the reception with the documentation for the reservation, and with all identity documents of all guests, including children.

The accommodation booked is available to guests from 5 p.m. on the day of arrival and must be vacated by 10 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.

For delayed departures (after 10 am), Management reserves the right to charge the customer the daily rate (mobile home / pitch + personal rate) in accordance with the price of the last night booked.

To enter all the housing units of the Village the guest will be asked to deliver a deposit of 100.00 euros cash, which will be returned on the departure day after a final inspection made by our staff.

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.

## **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.

Final cleaning costs are applied to a minimum-5-nights stay in a mobilhome, but the customer is not exempted from the general reorganization of the accommodation unit, from cleaning the kitchen (dishes, pots, hob, etc.) and from the differentiated waste disposal at the designated area for recycling.

Reports of customers concerning the location preferences in the Camping-Village will be treated as such, and will not be binding or a guarantee, since the assignment will take place directly at the campsite, and will be taken at the discretion of the Management.

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## 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 to set-up Mobilhome for stays from 1 up to 4 nights; € 45.00 final cleaning fee for stays from 5 nights onwards. We would kindly remind you that the hob, fridge, sink and dishes must be left clean and in the same order and in which they were upon arrival. Otherwise € 35.00 will be added to set-up or cleaning costs (depending on the nights of stay).

## 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 15 days before the date of arrival, will have the option to use the amount paid (net booking fee) for a new booking within the end of the same season (the use of this "voucher" is not fractionable, and the amount of the new booking must be equal to or greater than the value of the awarded voucher). No refund is foreseen in the case of partial use of the voucher and / or for cancellations after the above-stated period; please note that the booked stay must be fully paid even in the case of partial cancellations.

We would like to reminding you that the Regulation, downloadable at [www.campingsanbenedetto.it](http://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.

**(Pursuant to Law no. 208, December 28, 2015, cash payments up to € 2,999.99 will be accepted.)**

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