

TERMS & CONDITIONS

CONDITIONS OF BOOKING

The booking is considered confirmed, after have verified the availability, only when the down payment in the amount of 20% of total amount of the stay (within 2 days starting from the delivery of the request) + € 30,00 not refundable booking fees are paid.

The balance is due upon arrival. We accept payment by cash, credit cards (VISA, MASTERCARD, AMERICAN EXPRESS) and cheques.

CANCELLATION POLICY

- In case of cancellation up to 29 days prior to the expected date of arrival, Tomasi Tourism srl will completely refund the down payment (except € 30,00 not refundable booking fees).
- In case of cancellation from 28 to 15 days prior to the expected date of arrival, Tomasi Tourism srl will refund 50% of the down payment (except € 30,00 not refundable booking fees).
- In case of cancellation from 14 to 0 days prior to the expected date of arrival, no refund is due.

DELAYED ARRIVALS

- In case of delayed arrivals, the customer must in any case pay for the full amount agreed upon reservation.
- In case of delayed arrivals caused exclusively by illness or injury, a special voucher for the unused days will be issued (to be used within the year of issue). The management may, in any time, requests a copy of the medical records.

EARLY DEPARTURES

- In case of early departures no refund is due.
- In case of early departures caused exclusively by illness or injury, a special voucher for the unused days will be issued (to be used within the year of issue) only after presentation to the management of a copy of the certificate of first aid or emergency medical service.



RESIDENCE RULES

1. Guests must hand over their identity cards for check-in procedures.
2. Visitors are admitted only with the Management's authorization and must hand over their identity cards to the authorized personnel.
3. The Management reserves the right, on its unquestionable judgment, not to admit undesirable guests or excessive numbers of persons to the residence.
4. The office hours and the opening hours of all services are shown on these same buildings.
5. Departures and arrivals are regulated in conformity with the displayed times. On the day of departure, guests should leave their accommodation within 10 a.m. After this time the price of an additional day will be charged.
6. In case of early departures no refund is due. Only in case of illness or injury, a good living for unused days will be issued (to be used within the year of issue) only after presentation to the Management of a copy of the certificate of first aid or emergency medical service.
7. From 1 p.m. to 3 p.m. and from 12 p.m. to 7 a.m. any activities disturbing the quiet of the village are forbidden, such as using radios or similar equipment, or gathering in noisy crowds. The non-observance of this point may cause the removal of the offender.
8. Each guest is obliged to keep valuables under his own responsibility. The Management is not responsible, for any reason whatsoever, for the loss or theft of valuables.
9. It is absolutely forbidden to damage plants, equipment and services. The Management is not responsible for damages caused by accidental and/or unforeseeable events.
10. Guests using any equipments, facilities including the swimming pool and the shuttle bus (where present), do so at their own risk. The Management does not take any responsibility for any accidents resulting from the use of the same.
11. Paper and other rubbish must be thrown in the appropriate containers and in the separate rubbish collection points.
12. Dogs are allowed only with the authorization of the Management and they have to be kept on a leash. The owners are responsible for any damages caused by their pets and are obliged to inform the operators at check-in time.
13. Minors are admitted to the village only if accompanied by their parents or adults with proxy written, signed and complete with a copy of the identity document of the minor's parents. Children must always be accompanied and supervised during the different activities and/or when using the various services or facilities by their parents or whoever acts in their place. The Management declines any responsibility in this respect.
14. Post must be collected personally by an adult from the reception. After 7 days, any post which has not been collected will be returned to the sender.
15. Guests must immediately inform the village management of any infectious disease.
16. Entrance to the residence implies the acceptance and full observance of these "RULES" which may be integrated, apart, by additional rules and regulations which the Management feels to be appropriate in order to run the residence in the best possible way. The residence staff is authorized to make guests respect these regulations and to inform the Management of any cases in which these regulations are not observed. Anyone breaking the rules and regulations will be asked to leave immediately.