

METHOD OF PAYMENTS

The reservation, as above-mentioned is confirmed only after the payment of the amount communicated to the guest and in the terms established. The specific arrangements are: payment of the deposit, normally around 30% of the total amount of the reservation plus extra costs, mentioned everytime in the quotation, per phone, or through booking engine. Thereafter the payment of the remaining balance can be required starting from 2 months before the arrival, according to the specifics in the reservation, or upon arrival at the facility. The payments can be done through:

- Bank transfer
- Credit card, through POS, virtual POS, e-commerce or any other appropriate solution present online
- Cash, respecting the local laws in force, only in the accommodation where you spend your holidays

For “last minute” reservations or special offers the guest can be allowed to pay the entire amount at their arrival at the reception desk or at the moment of the reservation itself. Among the accommodation facilities, depending on the services booked it could be asked to pay for some extras if requested.

Simultaneously to the payment of the deposit or balance the booking contract is considered binding and effectively closed, therefore in the case the customer would give up to part or even to the entire stay, including the request of changes, the amount is considered as payable according to the cancellation policies.

ATTENTION: not observing the terms above-mentioned represents the resolutive clause herewith expressed to confirm the immediate termination clause, unless compensation for any further damages to the accommodation facility or the company responsible for the reservations. Eventually the failure to respect the payment terms shall determine the loss of the economic conditions and accessory ancillary apply to it. If the facility detects a difference in the rate consequent to an incorrect communication during the booking, the payment of the adjustment to the balance must be paid on arrival at the facility.

CHECK-IN, STAY AND CHECK-OUT

The customer, upon arrival, is obliged to register at the Reception and carry out all the formalities necessary to the allocation and those required by law. The time of arrival and departure as well as the availability of the accommodation/pitch/apartment are defined from the regulation of the facility. If the customer will not arrive by the facility before 9 am of the day after the reservation without giving any communication, the direction reserves the right to cancel the reservation and possibly rent the accommodation itself. If the customer doesn't leave the accommodation /pitch /apartment by the time of check-out the facility is allowed to charge the daily rate according to the pricelist. The facility could request an extra charge regarding the cleaning of the accommodation whether the management deems that the civil decorum has not been respected.

ONLINE CHECK-IN

The customer can check in online, available on the website of the Resort and on the website of the Vacanze col cuore group. The payment of the balance of the stay can take place during the online check-in, there is always the possibility to pay it directly at the resort. The payment methods accepted online are bank transfer and credit card. Online check in and payment of the balance of your stay can be made in the period from 30 to 5 days before arrival in case of payment by bank transfer and from 30 to 1 day before arrival in case of payment by credit card. After checking in online and paying the balance, no changes can be made to the booking and no refund will be given in the event of a no-show. If you want to make changes in the data relating to guests, you must contact the resort or the booking office directly.

According to the law, the customer is responsible for the data he provides during online check-in; such information must be correct and possibly updated in case of change. The customer is required to provide the identity card/passport at the reception of the Resort for the formalities to be carried out with the state police.

CHANGES REGARDING THE RESERVATION AND THE WITHDRAW

We do not accept changes in terms of personal data, number of participants, or ancillary services compared to what is indicated in the contract at the time of booking confirmation, unless they are communicated to the booking center or the resort within 15 days before the arrival date. All housing units, pitches, rooms and apartments will therefore be available only to the persons indicated on the travel documents. The management of the resort reserves the right not to deliver the housing unit to those who did not comply with this rule. The request for cancellation of confirmed reservations (in the form of a deposit, deposit or balance already paid), must be submitted in writing or through a specific online procedure. The cancellation of reservations for the entire / partial stay is subject to precise cancellation terms and summarized below:

- **for cancellations within 30 days of arrival: 100% of the deposit paid is refunded**
- **for cancellations from 29 to 15 days before arrival: 50% of the deposit paid is refunded**
- **for cancellations from 14 days to 2 days before arrival: 100% of the deposit paid is retained**
- **for cancellations on the day before the arrival or no-show / no show: payment of the full amount of the stay is required**

For cases that require a refund of the deposit or deposit, the refund will be made by bank transfer within 30 days of the necessary cancellation operations.

No show is considered the no-show by the User at the facility booked by 18.00 on the established day, unless otherwise agreed. The no-show (no show) and the early return are subject to 100% penalty of the value of the stay. If the customer does not show up at the structure, without giving notice of some delays, the structure reserves the right to reassign the housing unit from 12:00 on the day following the date of arrival. After having checked in online and paid the balance, there will be no refund in case of no-show.

NON-REFUNDABLE FEE The non-refundable rate requires payment of the total value of the booking (stay tax always excluded) and is a non-cumulative offer, subject to limited availability. The reservation made with this rate is non-refundable and cannot be modified (in terms of dates or change of structure).

The structure also offers the possibility of signing up to a waiting list if the chosen accommodation is full. The customer can request registration via a form by entering their personal data and will receive a confirmation email. This does not include an agreement or obligation but only the fact that in the event of cancellations, we reserve the right to contact customers on the waiting list again.

ANIMALS

Pets are welcome at our facilities, however they are only allowed at the pitches and at some accommodations, which have been set up to accommodate them. The customer undertakes to respect the specific rules of the resort, of law and of the civic sense.

Animals must be marked with a microchip and accompanied by the international animal health booklet and the EU passport for pets (veterinary certificate). Upon arrival, the staff of the accommodation has the right to request these documents and in case of no-show, the management reserves the right not to allow the animal to access the accommodation itself. Specific prices and conditions can be applied for the stay with animals, they are shown in the price list.

TAXES

Some Italian towns have the right to dispose of a tourist tax to be charged to tourists. The tax is a local tax, introduced by the article 4 of Lgs.12th April 2011,n^23, disciplined by the specific regulations and approved with the resolution of City Council. The income generated from the city tax are used to financially sustain the tourism facilities, maintenance, recovery as well as valorization of local projects and cultural heritage,as well as the local services.The customer must pay this at the moment of check-in. The city tax , also called tourist tax, is a tax to be paid per person per night spent in the holiday location. This contribution has different rates depending on the town. The rate for the tourist tax includes VAT, while in the case of an increase of the value of more than 10% from the actual charge the difference must be paid locally.

MODIFICATION AND WITHDRAW AT THE HANDS OF THE RESORT

If the customer does not pay and / or the payment made is not credited within the deadline indicated in the booking, the resort or whoever has the right to cancel the booking and withdraw from the contract without extensions and without paying the customer any refund for alleged damages and / or penalties. In the event of force majeure, unforeseen circumstances and / or a justified reason, even if the performance has become excessively burdensome due to the occurrence of extraordinary and unforeseeable events, the resort or those who have the right to withdraw from the contract, in this case, he must notify the customer by the date of the stay. Otherwise, in the case of unavailability of the service booked for Overbooking or for other reasons however attributable to the structure (such as for pre-eminent management reasons), the latter has the obligation, to offer its customer alternative replacement accommodation in its category equivalent or higher than that booked, within the structure itself or, possibly, at another structure, which belongs to a category at least equivalent to that booked by the customer and which offers similar or superior services. However, the customer is free to withdraw from the contract if the solution presented does not meet his needs, and the structure will reimburse the amount already paid by the customer, without applying any penalty.

MODIFICATION AFTER THE DEPARTURE

The organiser 'facility', if after the client departure finds himself unable for any reason, except for a client personal one, to provide the services booked, will have to provide an alternative solution without any extra charges for the booker side, and if the services are of a lower level respect to how booked, refund them to the customer with an appropriate amount. If there would be any other alternative solution the organiser will refund the customer in the right measure for the difference from the services used until the early departure and those not provided.

OBLIGATION FOR THE CUSTOMER

The customers must be carrying a valid Identification document to be registered at the arrival at the facility, as well as the Visa permit, sanitary documentation and transit if necessary depending on the nationality of the customer. In any case the customers will provide, before the departure to verify their documentation, including the sanitary obligations and the information necessary before travelling. Without this confirmation, no responsibilities for the departure of one or more of the consumers will be imputed to the organiser/seller. The participants will also have to abide by the observance of the rules of normal caution and diligence apart from the ones applied in the country destination of the travel and all information from the organiser/seller as well as the regulations administrative and legal related to the touristic package. The participants will respond of any damages created for the organiser/seller will get due to their non-compliance.

TOURISTIC CLASSIFICATION

The official classification of facilities is provided in a catalogue or other informative material only based on the formal and

expressed indications released by regional and national experts.

LIABILITY REGIME

The organiser is liable for any damage towards the customer due to failure partially or fully to contracted services, unless they can demonstrate the origin of the event from the customer liability (included autonomy initiatives taken by the customer during the execution of touristic services) or alien circumstances not related to the supply of the services in the contract, fluke or major force, or rather circumstances where the organiser could not with professional diligence forecast or solve.

LIMIT TO COMPENSATION

The compensation from the organiser due to the damages to the person is not higher than the limits provided by the International agreements of which Italy and European Union refer to whether the failure result in his responsibility.

AUTHORIZATION TO PHOTO AND RECORDING

The acceptance of the sales contract, as per the conditions above explained leads the authorisation from the customer to video and photo recording that can be done in the location of the holidays from third parties authorised by the property for the sole purpose of advertisement reasons in respect with the current legislation. The concession of the authorisation from the current legislation is a discharge of liabilities for the facility for the modality indicated in point 1, unless differently expressed by the customer at the time of the recording.

LEGAL REGULATION

The trade of products and services via electronic ways is disciplined from article 18 of the law number 18, leg 114/98. The trading contract between the customer and the resort will be disciplined between in accordance to the Italian laws and regulations. For what not mentioned in these conditions we refer to the Civil code and the existent laws.

GENERAL CONDITIONS OF RESERVATION

With the confirmation of the offer the customer accepts the conditions of the present reservation, the price list and is committed to respect the regulations of the resort. The service provider has the right to withdraw from the above-mentioned contract of services if the subscriber, family or his/her guests will not respect the existing rules.

Some special initiatives (last minute, special offers) carried out since the publishing date of the pricelist result from a bargaining of services with the providers and cannot have retroactive value, as subjected to limited availability. ***The offers are not cumulative.***

The **images** used for the description of the products and the services **are approximate** and can also not represent faithfully in some cases the resort. **The images of the accommodations may differ from reality** for the asset, location, positioning, internal or external furniture, beacuse of the different locations where the campings are set.

The air conditioning works with the Climacard. The system guarantees free usage time with the reservation, corresponding to 8 hours a day multiplied by the length of stay, the total of which can be used freely. Additional hours of use require the payment of a fee according to the price list, to which the Climacard will be topped up.