



BOOKING CONDITIONS, CANCELLATION POLICY INFO & REGULATION "Agricampeggio Le Terrazze"

Every booking, after its confirmation, has contract value according to the current Italian legislation. The contract is binding for the person making the reservation and for all other persons mentioned in the same, including minors.

Reservation

You can send a request for a quote from our website, by e-mail or via WhatsApp; following the request will be sent an offer (non-binding). The reservation is to be considered confirmed only after our written communication showing the total price of the stay and after the payment of the deposit, to be made within the deadline unless the direct payment is expressly granted in the structure. If the payment is not made in the required time, the reservation is cancelled.

The reservation becomes binding only upon receipt of the deposit.

Booking confirmation implies acceptance of our cancellation and deposit terms. We kindly ask you to check the accuracy of the data of this confirmation and to notify us as soon as possible any anomaly. We disclaim all liability for any inaccuracies not disclosed.

Upon arrival it is mandatory to present an identification document for each person.

To make changes to your reservation you must contact the reception staff, who will do everything possible to meet your request. However, we cannot guarantee that this request will be possible. If the reservation is moved to a period for which the price is higher than the amount paid, the customer is required to pay the difference.

Payment

General Conditions: It is required to pay a deposit within the deadline provided unless it is expressly granted direct payment in the structure. If the deposit is not received by the indicated dates, the reservation is cancelled.

The amount of the deposit is equal to 30% of the total amount of the stay. As required by the Civil Code art. 1385, will not be returned in case of cancellation beyond the terms specified below or in case of no show.

Accepted payment methods: bank transfer (for the deposit), credit card, Satispay, cash. The balance of the reservation must be paid at the property. Any extras must be paid before departure.

Extension of the stay: the extension of the stay requires an additional reservation according to availability and rate changes.



Cancellation policy

Any cancellation of reservation must be notified in writing.

In case of cancellation or changes made up to 21 days before the date of arrival no charge will be charged, and the deposit will be returned completely. For cancellations or changes beyond the 21 days and up to 8 days before the start of the stay will be retained the deposit equal to 30% of the total amount of the stay; in case of cancellations after the above-mentioned period of 8 days Agricampeggio Le Terrazze reserves the right to charge the total amount due.

Interruption of stay: no refund is due to the guest who decides to interrupt the current stay and then is required to pay for the entire stay booked.

No-show: in case of no show, the total amount due will be charged.

Force majeure:

The management declines any responsibility for faults due to lack of supplies, accidental failure of equipment or other causes of force majeure. We are not responsible for damages caused by other guests, weather events, natural disasters, epidemics, diseases, and theft.

INFO:

The reception is open from 8am to 7:30pm
Outside these hours call n. +39 3277189810 in case of need.

The check-in time is from 3pm to 7:30pm while the bungalow must be left free at 10am on the day of departure. If the check-in time goes beyond 7:30pm or the check-out time goes beyond 10am a surcharge of € 10,00 per reservation will be applied.

The use of the bungalow includes hot water and drinkable cold water, a parking space, electricity, Wi-Fi, mini-fridge inside and the use of the equipped outdoor kitchen, taxes. BED LINEN IS NOT INCLUDED (sheets and towels). Sheets rental costs €5,00 per pair.
The services of the restaurant (breakfast, lunch and dinner) are ON RESERVATION based on availability.

Meals include a daily menu of our own agricultural production with first and second course with seasonal side dish, water, fruit/dessert. Lunch is served at 1pm, dinner at 8pm and breakfast is available from 8am to 10am.

The shuttle service ON RESERVATION at fixed time, based on availability.

For more information and for reservations please contact the reception.



SIMPLE RULES TO RESPECT FOR A GOOD COEXISTENCE:

Turn off the lights

When you are not using the toilets, the shower and the equipped kitchen remember to turn off the lights.

Night rest

Respect the night rest period FROM 23pm TO 7am. Speak softly and avoid noise during the night rest period. The Management will immediately remove from the campsite those who will not respect it.

Cleaning and waste

Whether you are in your pitch, at the barbecue, in the toilets or in other areas of the campsite, always remember to leave clean, collect your waste and throw them in the appropriate containers!

Dogs on a leash

Keep your friend tied up even inside your pitch/ bungalow area. Always remember to gather his needs and take him for a walk in the free areas. **It is strictly forbidden to leave your pet alone** in the pitch and/or bungalow.

Speed limits at the campsite

If you travel within the campsite with your camper, caravan, camper van or car, stick to the speed limit usually set at 10 km/h. So, move at a walking pace. It also applies to bicycles!

Smoking is strictly prohibited in bungalows, equipped kitchens, and public toilets.

If you do not comply with the rules required by the property will be charged a penalty from € 100 to € 500 based on actual damage (smoke, no cleaning, unwashed dishes, dirty kitchen, damaged bed linen, waste not deposited in the container area, pets left alone, disturbance of the night's rest) which must be paid in cash or credit/debit card.

Do not hesitate to contact us at n. +39 3277189810 or by mail at info@campingleterrazze.it. Our staff is always available for your every request.

**Thank you,
Agricampeggio Le Terrazze**