



GENERAL CLAUSES AND INFORMATION

Unless otherwise indicated in the contract stipulated between the Parties (as defined below), the following:

INTRODUCTION - DEFINITIONS

"Customer" means the natural or legal person who signs a hotel stay contract and / or a contract for the purchase and sale of a tourist package, as a guest or in the name and on behalf of a guest. Where indicated, the wording "n.c." referring to the age of the children, it means "not completed". "Villa Margherita srl" is the company that manages reservations and stipulates contracts for hotel stays, as well as leads the Hotel Villa Margherita where guests are accommodated.

PET ANIMALS

Only small pets are allowed at Hotel Villa Margherita. Upon arrival at the hotel the animal's health documentation will be required. Complete regulation downloadable on the site www.villamargherita.srl.

The acceptance and stay of the animals is subject to the advance payment of a supplement daily.

ASSIGNMENT and RELEASE OF ROOMS

The room is assigned from 17.00 on the day of arrival at the hotel and must be vacated by 10.00 on the day of departure.

ASSISTANCE and BOOKING CENTER

Customers can receive assistance and clarifications relating to their booking practices at the number telephone 06.99221155. The assistance of Villa Margherita srl is continuous: the staff of the structure is available for any needs that may arise during the stay. In this case, the customer can also contact us at the telephone number and via **e-mail: booking@villamargherita.srl**.

INTERNET CONNECTION

Customers should contact the reception department for how to use the service. If the Wi-Fi connection was also active in the common areas, the restaurant is always to be understood excluded from coverage. In some locations the lines are not always perfectly performing.

LOST ITEMS

The objects found, forgotten by the customer, will be kept in custody by the hotel management for one period of 90 days (pending the complaint of the same by the customer). After this period the objects will be decommissioned.

CONTRACT and BOOKING.

Booking acceptance. The reservation is considered completed - and consequently the contract is intended as stipulated - only when Villa Margherita srl sends the relative confirmation, even by means of telematic system, to the customer as defined above. The acceptance of the reservation is subject the collection of a deposit paid by the customer to Villa Margherita srl. At the end of the stay, said deposit will be charged in partial payment of the agreed amount. This payment has the nature of a security deposit and is interest-free. By explicit agreement between the contracting parties, it does not have the nature of a deposit, nor confirmatory (art. 1385 CC) or penitential (art.1386 CC). The Parties expressly agree that the articles do not apply to the contract. 1385 and 1386 of the Code Italian Civil. Contractual changes. Any modification, addition and / or integration of reservations will be valid and binding only if it results from a written deed known to the Parties and having a date after the date of acceptance of the bookings themselves. Read on the subject. Although not expressly provided for in these conditions, the rules of referred to in the Civil Code and laws / customs on the subject. Jurisdiction. For any possible dispute that could arise between the Parties, in direct or indirect dependence on the contract, the court of the place where the defendant has its registered office or residence.

PAYMENTS

Reservations are confirmed only after collection by Villa Margherita srl, a deposit, of the amount equal to 25% (in the case of hotel stay only) of the gross amount of booked services. The balance of the reservation must be made by the customer and collected by Villa Margherita srl no later than 20 (twenty) days before the departure date. All reservations made in the 30 (thirty) days preceding the departure date must be paid in full at the time of booking. Different conditions may apply to bookings enhanced with "special offers". Failure to pay the above sums on the established dates constitutes an express termination clause to determine the legal termination of the contract by Villa Margherita srl.

IDENTITY DOCUMENTS

Upon arrival at the hotel, upon check-in, it is necessary to present the identity documents of all the members family unit (only: valid identity card or passport). Minors registered on the passport of one of the parents can not travel with this document. Therefore, failing of the individual identity document, it will not be possible to check-in and welcome customers in hotel.

If the hotel detects a tariff difference resulting from an erroneous one communication, at the time of booking, of the age of the family members, the payment of the Rate adjustment must be paid upon arrival of the customer.

MINI-BAR

The mini-bar, present in some rooms, is supplied on request by the customer and for a fee.

TAXES

Tourist tax: Italian Municipalities have the right to apply the tourist tax in any moment; the same must be paid by the customer directly at the hotel according to the current legislation date of stay, even if it was established after the booking was confirmed.

VAT: our rates are inclusive of VAT; should the tax change with respect to at today's rate of 10% and if it is higher, any difference must be paid directly at the hotel by the customer.

PRICE

The amounts of the tourist services are expressed in euros. The tariff reductions of the "special offers" are not cumulative. Bookings valued at promotional rates are subject to the opening fee supplement. Practice opening fees. They include fixed booking costs, are fixed and non-refundable.

PROMOTIONS

REDUCTIONS FOR CHILDREN and FAMILY PLANS

The correct application and the amount of the discount confirmed at the time of booking will be verified upon arrival at the hotel through the identity document of the customers. If there are discrepancies in the data communicated by customers during the booking and /or errors in applying the discount, the payment of the tariff adjustment will be requested directly on site and must be paid on arrival of the customer.

SPECIAL COUPLES

The "special couples" promotion is reserved for couples who book in double rooms; It is not possible take advantage of this promotion in the presence of infants or children in third and fourth bed. If the promotion includes a free one night stay, it is explicitly understood that it will not come charged for the last night.

SPECIAL SINGLE

The fare reductions for children are valid even if they will stay in a double room with only one adult.

ACCOMMODATION

Accommodation is provided in rooms with private toilets. When not otherwise specified, the accommodation in triple rooms is configured as a double room with an extra bed; there Quadruple room accommodation is configured as a double room with two extra beds.

REPLACEMENT ACCOMMODATION

If the service covered by the contract is not available for the reasons defined below, Villa Margherita srl may provide the customer with a replacement accommodation adequate, of equal quality, with any minor and justified differences. The reasons justifying this behavior include, by way of example: rooms that have become unusable, changes in air and / or naval transport schedules, extension of the stay of guests already occupying the room, overbooking, services that have become excessively onerous due to the occurrence of events extraordinary and unpredictable.

SUPPLEMENTS

Compulsory supplements must be paid upon arrival at the hotel before the room is handed over.

HOTEL TREATMENT

Since the rooms are assigned from 17.00 on the day of arrival, the full board begins with dinner on the day of arrival and ends with lunch on the day of departure. If not otherwise agreed in writing, any customer request to have lunch on the day of arrival will be considered an extra lunch which will be charged as an extra service. The half treatment board starts with dinner on the day of arrival and ends with breakfast on the day of departure. In case of arrival at the hotel after 20.00, the notification that the customer will want is appreciated to broadcast.

CHANGES in the BOOKING and WITHDRAWAL from the CONTRACT.

Variation and withdrawal by the customer. Any booking changes requested by customers (for example: change of name, change of stay dates, change of destination) and / or cancellations of bookings already confirmed, are subject to the payment of expenses variation and cancellation penalties. The valuation of these charges, carried out on the basis of the conditions contractual agreements indicated in the booking, in the catalog and / or on the website, will come communicated by Villa Margherita srl at the time of the customer's request.

Villa Margherita srl guarantees the booked services; consequently it will apply the penalties provided for in contractual conditions to the customer who, without any communication, will not show up at the hotel. The customer who for any reason interrupts the trip or refuses the booked tourist services is not entitled to refund of the price paid. Penalties for withdrawal by the customer. Hotel stay contract. In case of withdrawal by the customer, the consumer and / or the intermediary agency jointly and severally undertake to pay Villa Margherita srl the penalties to the extent determined below:

- 10% of the entire amount of the reservation for cancellations up to 30 (thirty) days prior to the start

living room;

- 30% of the entire amount of the reservation for cancellations up to 15 (fifteen) days prior to the start

living room;

- 50% of the entire amount of the reservation for cancellations up to 3 (three) days prior to the start

living room;

- 100% of the entire booking amount for cancellations in the 3 (three) days prior to the start

living room.

The later penalty will also apply if the customer interrupts the stay that has already begun.

The calculation of the days does not include that of withdrawal. The communication of cancellation - total and / or partial - of the contract must be received in writing in a working day - Saturday excluded - before the start of the stay. Any dues are non-refundable registration and / or insurance.

Any refunds will be made only to the customer making the reservation. In the case of groups pre-established the above amounts will be agreed from time to time at the signing of the contract.

Variation and withdrawal by Villa Margherita srl.

If the customer does not pay and / or the payment made is not credited to Villa Margherita srl by deadline indicated in the booking, Villa Margherita srl has the right to cancel the booking and withdraw from contract without extension and without paying the customer any alleged damage refund and / or criminal. The aforementioned penalties remain to be paid by the customer. Villa Margherita srl has the faculty of withdraw from the contract for justified reason (including the hypothesis in which the performance has become excessively onerous for the occurrence of extraordinary and / or unforeseeable events), due to force majeure and / or by chance fortuitous, for failure to reach the minimum number of participants. In this case, Villa Margherita srl will notify the customer in adequate advance and will propose one alternative booking. The customer may alternatively exercise the right to reacquire only the amount actually paid or enjoy the proposed alternative booking