

# GENERAL RESERVATION CONDITIONS

1. The booking costs € 20,00, it is personal and non-transferable and will be accepted according to our availability and to the period. The management will assign the number of the place considering the clients' requests but will not respond to complaints, renunciations or compensation claims if it should be changed, due to organizational reasons or to force majeure,.
2. A deposit must be sent to confirm the reservation. The payment can be made per bank transfer (Credito Cooperativo di Castagneto Carducci – IBAN IT48L0846170721000010272292 -BIC/SWIFT BCCDIT3CXXX) or per credit card booking online. Whether the management should not accept your reservation, you will get back the whole account.
3. The acceptance of your reservation will be communicated with a confirmation letter showing the duration of the stay and the collected deposit.
4. Renunciations and cancellations must be made through written communication and the deposit, deducted reservation fees of € 20,00, will be paid you back according to the following cancellation policies. For a written cancellation received within 90 days before the arrival: repayment of 90%; from 89th to 60th day before the arrival: repayment of 50%; from 59th to 30th day before the arrival: repayment of 30%; no repayment beyond the above-mentioned periods.
5. Your reserved accommodation will be available from 4.00 p.m. and must be left before 10.00 a.m. on departure day. Any delay over 12.00 a.m. must be promptly communicated, otherwise the reservation will be cancelled. In case of late arrivals or early departures for reasons falling outside the responsibility of the management (damages, bad weather, diseases, theft...), you must pay anyway the whole reserved period.
6. In the Campsite, in case of absence of persons in the reserved pitch, the minimum required payment during the high season is the price of the pitch and two persons and during the low season the pitch and one person.
7. Each guest (adults, minors and children) must be in possession of a valid identity paper according to be checked in. Minors are not allowed to stay on the campsite unless accompanied by an adult who is responsible for them.
8. According to protect our guests' privacy, the visitors will be admitted only upon notice of the hosts. Pappasole spa invites you to refer to its Privacy Policy which is put up at the premises of the company too.

According to it, Pappasole spa informs all its guests that, without an express authorisation, if the person concerned **doesn't want to be filmed or photographed or if he doesn't want to see his images published**, he **mustn't participate** to daily events organized by the company where a video or a photo shoot is scheduled.

Pappasole spa informs that all the images are going to be published on Facebook, social networks, websites or in brochures.

Furthermore, Pappasole spa informs that, in presence of guests during customers' stay, it lies with customers to inform its guests about Privacy Policy.

9. The guest is obliged to take note and to follow the Campsite Regulation, of which we report an extract:

**A** The guest is obliged to check the exactness of registrations, to report any discrepancy to the reception and to inform us in advance about any change in the presences (ex. new arrivals or departures).

- B** It is not allowed to occupy free places with anything, even temporarily.
- C** The car must be parked in the parking-place (not guarded). The access to the assigned place by car is only possible at the arrival and departure, but with moderate and prudential speed.
- D** During the rest-hours (from 02.00 p.m. to 04.00 p.m. and from 11.30 p.m. to 07.00 a.m.) loud conversations, unnecessary noises, loud Radio or TV are not allowed.
- E** Adults are responsible for their children's behaviour.
- F** The pay desk is opened every day from 10.00 a.m. to 12.00 p.m. and from 05.00 p.m. to 07.00 p.m.; outside these times no transaction can be concluded. The guests can settle their account the day before the departure.
- G** In case of messages the addressees will not be called out through the loud-speaker. The delivery of a message will take place only in an emergency.
- H** The owners of pets must follow the specific regulation to be taken by the check-in.
- I** In the period from 4<sup>th</sup> August to 26<sup>th</sup> August, guests are required to wear bracelets (in hypoallergenic material) as personal badge.