

GENERAL BOOKING CONDITIONS

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■ 1

The booking is personal and non-transferable and will be accepted according to availability and period. The management will assign the number of the place considering the clients' requests; however, if this is not possible due to force majeure or organizational reasons, it will not give rise to complaints, waivers or requests for compensation.

■ 2

A deposit must be sent to confirm the reservation. The payment can be made per bank transfer (Account holder: Pappasole Spa, BANCO BPM Venturina IBAN: IT92H0503470641000000130131 BIC/SWIFT: BAPPIT21T42) or per credit card booking online. Whether the management should not accept your reservation, you will get back the whole account. By paying the non-interest-bearing deposit, the customer: (i) confirms his or her acceptance and approval of all the General Booking Terms and Conditions and specifically of the General Terms and Conditions set out in points 1, 2, 3, 3 Bis, 4, 5, 6 and 9; and (ii) confirms that he or she has read, accepted and approved the Guest Rules and Regulations (which can be viewed at the following link <https://tinyurl.com/44p2vxx9>) and specifically of the provisions set out in Articles 2, 4, 10, 12, 14 and 15 of the Guest Rules and Regulations.

■ 3

After receiving the deposit we will send you our confirmation with the period of stay and the amount received.

■ 3 BIS

Sending the booking confirmation mentioned in point 3 does not constitute definitive acceptance of the booking as Pappasole Spa reserves the right to unilaterally cancel, at its sole discretion, the booking received due to its own organisational assessments. Any cancellation of the booking must be communicated to the customer within 4 days following the booking confirmation mentioned in point 3 without the need for any express reason. Once the period of 4 days has elapsed without an express refusal on the part of Pappasole Spa, the booking shall become definitive and irrevocable for Pappasole Spa. In the event of cancellation of the booking in accordance with this article, Pappasole Spa will only have to immediately refund the deposit received without any further obligations for the same and without any further rights for the customer.

■ 4

For any cancellation, written notice is required. The following penalties will apply: 30€ for cancellations made up to 28 days before arrival. If the cancellation is received after this deadline, the penalty will be the full amount of the deposit paid.

■ 5

Your reserved accommodation will be available from 4.00 p.m. and must be left before 10.00 a.m. on departure day. Please let us know if you arrive after 24 o'clock, otherwise the booking will be cancelled. In case of late arrival or early departure for reasons not due to the management (damage, weather, illness, theft, etc.), the payment of the stay is required for the whole booked period.

■ 6

In the Camping will always be charged daily the "minimum presence" consisting of the price of the pitch plus that of two people (in high season) or one person (in low season).

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■ 7

All customers (adults, minors and children of all ages) must have an ID to be registered. Minors can enter the campsite only if accompanied by an adult who will stay with them for their entire stay and who will take responsibility 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 published on www.pappasole.it. 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

You are obliged to read and comply with the Guest Rules and Regulations (which can be viewed at the following link <https://tinyurl.com/44p2vxv9>), a brief extract of which is given below:

- A. The guest is obliged to check the exactness of registrations, to report any discrepancy to the reception to the management and notify in advance of any changes, such as the arrival and departure of persons.
- B. It is not allowed to occupy free places with anything, even temporarily.
- C. The car must be parked in the parking lot (unattended). Access to the pitch or bungalow will be allowed only on arrival and departure, at moderate and prudent speed.
- D. Animated discussions, unnecessary noise, radio and television at high volume, especially from 2:00 to 4:00 p.m. and from 12 p.m. to 7:00 a.m., are always prohibited.
- 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. No announcements will be made over the loudspeaker. Messages will only be delivered in cases of proven urgency.
- H. The owners of pets must follow the specific regulation to be taken by the check-in.
- I. Guests are required to wear bracelets (in hypoallergenic material) as personal badge.