

ANNA HOLIDAY SRL: Residence Relais Rosa dei Venti, Residence Corte Ferrari

Booking Conditions

Please read these booking conditions carefully as all bookings are subject to them. A confirmed booking is a contract and governed by Italian Law. The contract is binding on you and all members of your party including children.

1. BOOKING

You can complete the online request form and wait for an answer from us. You can also book directly online following the instructions on the screen.

After receiving your request we will answer you with an offer (not binding). Booking is confirmed only after our written confirmation with the price of your stay and the payment of the deposit requested within 3 days from our confirmation. If the payment is not settled by the date required, the reservation is automatically cancelled.

If you have a preference for a specific apartment ((i.e. Ground floor/top floor, on the corner, single storey building etc.) we will endeavour to accommodate this. We reserve anyway the right to transfer you to another apartment according to our booking calendar.

You are kindly requested to check the confirmation carefully and let us know if something appears to be incorrect. We do not accept any liability if we are not informed of any inaccuracies after 4 days of our confirmation.

You will be requested to fill a booking form and only people on the form can use the property. Changes can be made only if previously agreed. On arrival upon request you may be asked to present your passports/id card.

If you want to make any amendment on your booking you will have to contact us as soon as possible and we will do our best to meet your needs. We cannot guarantee we will be able to do it. If you change the period of your stay and the price is higher you will be asked to pay the difference.

Arrivals outside reception hours are admitted. After the booking you will be given a code to access our gate and instructions on how to reach the apartment booked. We do not accept any liability if you forget to bring with you the code + instructions and cannot access the residence.

2. PAYMENT

General Payment conditions:

- When a booking is confirmed you will be asked to pay a 30% deposit (or otherwise stated) within 3 days and the balance 4 weeks before arrival unless differently agreed. If we do not receive the deposit within 3 days we reserve the right to cancel your booking. If we do not receive the balance within 3 days after the due date, we reserve the right to cancel your booking and keep the deposit. You can pay with credit card or send us a bank transfer.

Other conditions:

- *Credit card as guarantee*: in certain period only a credit card (Visa or Mastercard) as guarantee will be asked. You will pay everything upon arrival at the check in.
- *Full Prepaid not refundable*: if you book with this special offer, the full amount is charged on your credit card at the moment of the booking, or requested as a bank transfer. The full amount is not refundable.

In certain periods different payment conditions may apply, please refer to your booking confirmation.

For last minute bookings, or "balance upon arrival" bookings, please note that in Italy it is possible to pay cash for a max amount of 1.000 €. So any balance over 1.000€ has to be paid by credit/debit card.

City Tax

Starting from 2012 a city tax will be applied on Lake Garda.

The tax is 0,50€ per night per adults and children over 14 years old.

The tax applies from 1st June to 30th September.

The city tax has to be paid cash upon arrival.

3. SECURITY DEPOSIT

A security deposit will be asked on arrival in cash or credit card. If you damage something in the property the cost of the damage will be deducted from your deposit. If everything is all right at your departure the deposit will be refunded in full. 60,-€ from the deposit will be charged if the kitchen is not clean on departure. If the amount of the damage is higher than the deposit you will be asked to pay the additional money immediately.

4. CANCELLATION

Any cancellations have to be notified in writing. Please refer to your booking confirmation to see the cancellation policies.

It is possible that we have to make changes or cancel your bookings. We will endeavour to avoid changes or cancellations. In case we will inform you immediately and where possible we will offer you an alternative.

5. FORCE MAJEURE

We will not accept responsibility or pay any compensation for "force majeure". Poor service due to late or missing deliveries, break-down of equipment or other causes beyond our control. Furthermore, we will not take responsibility for damage caused by other customers, atmospheric conditions, natural disasters, epidemics, illness or theft.