



## GENERAL BOOKING TERMS AND CONDITIONS

### INTRODUCTION

These general terms and conditions govern the booking of accommodation services at the establishment managed by **LA COLOMBAIA SRL**, with registered office at **Contrada Carreggiano 10 – 62010 Appignano (MC)**, registered with the Macerata Companies Register (REA no. MC - 181205, VAT No. 01783360439).

These terms and conditions have been drawn up in accordance with current legislation, including Legislative Decree 206/2005 (“Consumer Code”) and subsequent amendments.

By making a booking via the website, the Customer declares that they have read, understood and accepted these terms and conditions, which form an integral part of the accommodation contract.

### 1. DEFINITIONS

**Establishment:** refers to LA COLOMBAIA SRL.

**Platform:** the website through which bookings can be made.

**Services:** refers to hotel accommodation services, including overnight stays and ancillary services.

**Customer / Guest:** the natural or legal person making the booking.

**Booking:** a request for accommodation made by the Customer.

**Contract:** the agreement between the Customer and the Establishment concluded upon confirmation of the booking.

### 2. BOOKING PROCEDURE

The booking is made by completing the online form or via other channels made available by the Property.

The contract is deemed to be concluded upon receipt of written confirmation from the Property.

The Customer is responsible for the accuracy of the information provided.

### 3. PRICES

All prices are quoted in euros (€) and include VAT where applicable.

Any local taxes (e.g. tourist tax) are excluded and must be paid on site.

### 4. PAYMENTS AND CREDIT CARD GUARANTEE

The Property accepts payments by credit/debit cards and other specified electronic payment methods.

A credit card may be required as a guarantee at the time of booking. The Property reserves the right to carry out a pre-authorisation.

Depending on the selected rate:

- payment may be required in advance (full or partial);
- or made at the Property.

Transactions are processed via secure systems; card details are not stored by the Property.

In the event of an invalid card or unauthorised payment, the booking may be cancelled.

## **5. CANCELLATION POLICIES**

Cancellation terms vary depending on the rate selected at the time of booking.

Unless otherwise stated:

- free cancellation within the period specified at the time of booking;
- after this deadline, the cost of the first night or the entire stay may be charged.

In the event of a no-show, the full cost of the stay will be charged.

In the event of early departure, no refunds will be given.

## **6. RIGHT OF WITHDRAWAL**

Pursuant to Article 59 of the Consumer Code, the right of withdrawal does not apply to accommodation services provided for a specific date.

## **7. CHECK-IN AND CHECK-OUT**

Check-in: from 2.00 pm until 9.00 pm

Check-out: by 11.00 am

A valid ID is required on arrival.

## **8. CUSTOMER OBLIGATIONS**

The Guest undertakes to:

- comply with the accommodation's rules;
- behave appropriately;
- compensate for any damage caused.

## **9. LIABILITY**

The Establishment is not liable for:

- loss or theft of personal belongings;
- disruptions due to force majeure.

## **10. OVERBOOKING**

In the event that a room is unavailable for reasons beyond the Property's control, alternative accommodation of the same or a higher category will be offered

## **11. FORCE MAJEURE**

The Property is not liable for any failure to perform due to unforeseeable or unavoidable events.

## **12. PRIVACY**

Personal data will be processed in accordance with EU Regulation 2016/679 (GDPR).

## **13. APPLICABLE LAW AND JURISDICTION**

This contract is governed by Italian law.

For consumers, the competent court is that of their place of residence or domicile.

## **14. CHANGES TO THE TERMS AND CONDITIONS**

The Establishment reserves the right to amend these terms and conditions at any time.

## **15. VALIDITY OF THE CLAUSES**

Should any clause be invalid, this shall not affect the validity of the remaining provisions.

## **CANCELLATION POLICY**

We aim to offer our guests maximum flexibility, whilst ensuring the organisation and quality of service guaranteed by the property.

The terms and conditions for cancelling or amending a booking vary depending on the rate selected at the time of confirmation.

### **Flexible Rates**

For bookings made with a flexible rate:

- cancellation is free of charge within the period specified at the time of booking;
- in the event of cancellation after this deadline, the cost of the first night or the entire stay may be charged, as specified in the confirmation;
- in the event of a no-show, the full amount of the stay will be charged

### **Non-Refundable Rates**

Bookings made with a non-refundable rate require:

- payment in advance at the time of booking;
- no refund in the event of cancellation, changes or a no-show.

### **Booking Changes**

Any requests for changes (dates of stay, number of guests, room type) are subject to availability and may result in a change in price.

### **Early Departures**

In the event of an early departure prior to the scheduled date, no refunds will be given for unused nights.

### **Cancellations due to Force Majeure**

In the event of extraordinary and unforeseeable circumstances (such as natural disasters, health emergencies or government restrictions), the property will consider alternative solutions, such as changing the stay or issuing vouchers, at its discretion.

### **Cancellation Procedure**

Cancellations must be notified in writing by email or via the channel used for the booking. The date of receipt of the notification by the property shall be deemed valid.

### **Final Notes**

By making a booking, the Guest accepts the cancellation terms set out above. Should you require any assistance, our staff are on hand to offer help and support.