



CONDITIONS OF BOOKING

The **prices** for rooms and apartments are for the whole stay for all person in the room/apartment. The room prices always include breakfast. The tourist tax of 1,45 Euro per person per night, for all person over the age of 14 is not included.

If the offer indicates "B&B" the breakfast is included in the price. If the offer for apartment indicates "board" there is no breakfast included.

Reservation: Reservations and cancellations can only be accepted in written form.

Deposit: In order to have your reservation confirmed, we ask for a deposit of 30% of the total amount within 10 days after booking confirmation. According to the Italian law (art. 1385 of civil right), there is no obligation of refund of the deposit in case of cancellation. At 29 days before arrival date, the whole amount of the booking will be charged.

Advice: We recommend you to effect a **travel cancellation insurance**, which provides financial cover in cases where you have to cancel your holidays due to major reasons. Also a positive Covid19 test or an obligation of quarantine as contact person are no valid reason for free cancellation.

Dogs and pets: Pets are only allowed on request for the price of 15 Euro per pet per night (no food included).

Arrival and departure times: On the day of your arrival, your holiday accommodation will be available after 2 p.m. Please inform us, if your arrival is delayed after 7 p.m. On the day of departure, check out time is no later than 10 a.m.

Cancellation: In case of a cancellation, the following cancellation fees apply (see Art. 7 GTC):

- The deposit of 30% will not be refunded, independently from the period and reason of the annulation and if the room has been rented to another guest.
- Starting from 29 days before the arrival date, there will be a full charge of 100% of the total amount of the booking, less the charges according to Art. 7 GTC.

We recommend a travel cancellation insurance. As a member of the hotel union HGV, we do offer this kind of insurance through the ERV Insurance.

All information on HGV Cancellation Insurance (information flyer on the insurance product, service description incl. conditions, what to do in the event of a claim), on the right to withdrawal, on the complaint options and on the data processing by Europäische Reiseversicherung AG can be found here:

[Insurance product information document](#)

Get your insurance now: [ERV insurance](#)

By paying the premium you confirm that you have read and agreed to this information.

We also refer to the “General Terms and Conditions” of the accommodation facilities associated with the Tourism Offices of Val Gardena” in their respective valid version which regulate the present accommodation contra

