

## **GENERAL TERMS AND CONDITIONS**

### **RESERVATION**

The client sends a request of availability to Stella del Mare. Stella del Mare can confirm, or not confirm, the availability, and send the client a price quote.

The customer verifies the estimate and confirms the willingness to book his stay.

Stella del Mare gives the customer an option on accommodation, valid for a period of time well-defined and requires the same customer a deposit of the 30% of the total amount. This sum will be sent by postal order or by bank transfer. The client sends a notice confirming a Stella del Mare, by mail or fax, attaching a copy of the payment.

Stella del Mare will consider the final reservation only after receipt of the deposit and subsequent dispatch of the confirmation voucher. In case of rejection of reservation requests from the Stella del Mare, the deposit will be refunded to the customer. The balance is due at check-in.

### **CANCELLATION**

From the day of confirmation of reservation to 45 days before date of arrival, the cancellation is 15% of the total price of your stay.

From 44 days prior to arrival date the cancellation is 30% of the total price of your stay.

In any case you will have a mandatory minimum of 150 euros for reimbursement practice.

After 24 hours of arrival envisaged, (17.00 the following day) if we have not received written communications (e-mail, fax, telegram or letter), housing will no longer be available to the reserving, as will be considered tacitly waived. The accommodation will be released with full disclosure to third parties without any refund and the deposit will be forfeited as a penalty.

We shall examine only waivers for family reasons, duly documented, as required by the Italian Civil Code.

### **LAST MINUTE RESERVATIONS**

Unless there are different conditions indicated in the last minute offer, the conditions above will be applied.

### **CREDIT CARDS**

Are accepted for payment at check-in (Visa, Mastercard).