

# **GENERAL TERMS AND CONDITIONS of CORDIAL GOLF RESIDENCE IL PERLAGONE**

## **Arrival and Departure**

Rooms are ready by 4 p.m. Please advise our reception for late arrivals (after 8 p.m.) Check out time is fixed at 11 a.m. Afterwards one extra-day will be charged automatically.

## **Room Confirmation**

Only after a payment of a deposit or the collection of Your credit card data Your booking will be confirmed from our side.

## **Cancellations**

Our hotel will charge a penalty fee depending of the arrival of Your cancellation order. This treatment is completely in line with the European norms.

The following penalties will be invoiced:

- Before 1 month of planned arrival 50€ (low season) ;
- 10% of accomodation fee (high season)
- Before 14 days of planned arrival 30% of accomodation fee
- Before 7 days of planned arrival 50% of accomodation fee

If You leave the room earlier as Your planned period of holidays, the total amount of Your booked period will be charged.

## **Payment**

All bills are due to be settled before leaving.

### **Jewels and other valuables**

Our guests should deposit all their valuables in our hotel safe at the reception. If the valuables are not under our direct control inside apposite boxes, the hotel declines every responsibility in case of theft.

### **Hotel Standard Rules**

All our guests should follow the hotel own guidelines. Pets are allowed inside the hotel area but they should never be left alone and walk freely neither they have access to our restaurant, pool area, wellness and beauty center and golf course. For each animal a day fee of 10€ will be charged.

### **General Liabilities**

The hotel is not responsible in case of natural calamity, political issues, strikes or military actions.

**All above mentioned rules refer to the actual existing Italian regulations!**