

B&B Belvedere by Filippi Raffaella

Via Belvedere n. 101

09017 – Sant'Antioco

Sardinia - Italy

C.F. FLPRFL61C59L736F

IUN: E4621

Terms and conditions of booking

Introduction:

Being the B&B hospitality at household level, we inform Our Welcome Guests, that the managers (Raffaella, Rino) live at the property and are available for any needs and / or tourist information.

If you do not know the reality of the B&B and you wouldn't like hospitality at household level, we recommend at Our Guests to stay in a Hotel.

Components of our family unit and pets of the B&B are 2 bunnies short-haired dwarves: "Lola" and "Tamburino" and a little dog "Lilly", if Our Guests are allergic to the fur of rabbits or dog, Our structure is not suitable.

We provide free information materials and maps of the province of Sulcis-Iglesiente and we provide useful informations and itineraries for the next destinations of your holiday in Sardinia.

The prices we quoted are inclusive of taxes and continental breakfast service.

City tax equal to € 0.75 per person per night, must be paid at the arrival. Applicable for stays from 01 April to 31 October for a maximum of 5 nights.

The breakfast served by Us is composed of 6 different types of packaged croissants and small tarts, fruit yogurt, peach jams, strawberry jams, oranges jams, apricot jams, wild berries jams, honey, Nutella and butter monoportion; monoportion rusks, orange / blood orange juice, pineapple juice, apple juice, peach juice, pear juice and apricot juice, well as hot drinks such as Italian coffee (Espresso), cappuccino, American coffee, milk coffee, macchiato coffee, Earl Grey tea, decaffeinated tea and green tea.

In case you need to make the check-in online of your flight and / or print out your ticket we have made available Our PC and printer.

Free Wi-Fi connection in the whole B&B.

Free parking on the public road in front of the B&B or along the B&B street.

1. Booking methods:

1.1 Booking through booking engine at the web address: <https://book.krossbooking.com/bebbelvedere/?lang=en>

The guest has the opportunity to check the availability of rooms, the type and rates in real time and to proceed with the reservation independently. During the booking phase the guest has the option to choose between the following payment methods:

- **PayPal:** *through the platform you can pay immediately even without having a PayPal account by credit / debit card or through your PayPal account. The transaction and the credit / debit card data are managed by PayPal. The reservation is immediately confirmed.*
- **Bank transfer:** *in the booking confirmation that the guest will receive at the e-mail address provided by him, he will receive the bank details to make the payment. The reservation is deferred and ends and is completed with the actual payment by bank transfer to be made within the deadline of 3 calendar days from the time the booking was made.*

1.2 Booking by email

Afterward to a request of availability from you, we will send you Our best offer. Subsequently at your willingness to book, we will send you a confirmation of availability by email, with a summary of total of stay, the services included and the bank details where you must pouring the confirmatory deposit equal to 30% of the total stay to guarantee the reservation (Art. 1385 Italian Civil Code).

For booking with “Not refundable” rates it's requested at the time of booking a total pre-payment equal to 100% of the total of stay. The payment must be done by bank transfer within 3 days of the sending of the confirmation of availability. In case of changes, cancellation, late arrival, early departure, no show will be fully withhold the 100% of the amount paid.

The room is meant exclusively confirmed with receiving on Our part of the confirmatory deposit, we will send you a confirmation by email when we received it.

The non-payment of the confirmatory deposit within 3 days of the sending of the confirmation of availability, is reason to be deprived of the right of reservation (except as otherwise agreed between the parties).

It's required to send us by email copy of the accounting of the payment.

In case the time of booking is concomitant with the arrival date (usually 96 hours before) will not be required to pouring the confirmatory deposit, but will be necessary only a confirmation by Us by email or phone.

2. Check-in time and Check-out time

Check-in: starts from h. 03:00 P.M. on the day of arrival.

If the Lords will arrive at B&B before h. 03:00 P.M. and the room will be not ready, they can leave their luggage in Our B&B, looking forward to the delivery of the room.

Wherever possible, if the room will be ready before the established check-in time, we will glad to delivery the room right away.

Is appreciated a notice by you about your arrival time or delays.

Check-out: no later than h. 10.00 A.M. on the day of departure.

3. Formalities to be completed on arrival

Upon arrival, the guest and all the group members, will have to present a ID or Driving License or Passport currently valid to allow us to carry out the Communication of the guests accommodated to the Public Security organs as required by current legislation.

The non-observance and / or the refusal of this obligation, as well as not being in possession of valid documents and / or currently valid, it constitutes violation of the norms of the Italian Penal Code and it involves no possibility of staying at our property and the simultaneous immediate expulsion from the B&B.

The rooms, as well as the keys to access to the B&B and the room booked, can not be handed over in advance of the completion of identification of the Guests.

The keys must be necessarily handed over to your check-out. If this does not happen or in case of lost keys, we will be obliged to charge a fee of € 30,00 for each missing key.

The data of our guests are processed in accordance with applicable legislation on privacy.

It is strictly forbidden to receive visits and / or introduce more guests other than those residing therein without prior request and eventual authorization by the B&B manager.

The balance of the stay booked, net of any deposit already paid, must be paid on arrival at the hotel by cash or circular check payable to Filippi Raffaella (no checks on current accounts). Credit or debit cards are not accepted, as we are without a POS.

Because the B&B is not a commercial activity as foreseen by current regulations, we emit a receipt, subject to duty tax equal to € 2.00 exclusively when the total amount of stay is higher than € 77.49, which is still at our expense.

The receipt will be issued upon settlement of balance of the stay, also showing the amount paid as confirmatory deposit.

4. Number of people - Animals

The number of people, including children, who stay in the facility may not be higher than that stated in the booking, it is necessary a prior request and eventual authorization by the B&B manager.

If upon arrival it is found a higher number of people than stated in the booking, we reserve the right to terminate the reservation.

Small pets can be allowed upon discretionary authorization, if is found on arrival the presence of animals not declared and eventual authorized at time of booking, we reserve the right to terminate the reservation.

5. Cleaning and linen changes

The rooms are handed over clean and tidy, equipped with sheets and towels. The cleaning of the room and bathroom is carried out every 3 days, while the shared bathroom is cleaned daily.

Change of bed linen every 5 days, change of towels every 3 days.

Additional linen changes are possible upon request, with a supplement of € 10 per person for each change of bed linen and towels.

In order to not invade the privacy of Our Guests, we do not the evening turndown that, if desired, it costs € 5 per day.

Available for Our guests for free, beach umbrella and coolbag, that you please be treated with care.

6. Cancellation / annulation, no show, delayed arrival, early departure, over booking, rescinding the reservation, termination of the booking, transfer of booking, change your reservation.

Special conditions for cancellation policies due to Covid-19 for standard and NON REFUNDABLE rates:

If, due to national and / or regional regulatory provisions which have occurred, interregional travel is prohibited for the dates indicated in the booking, free cancellation will be granted even if this occurs during the penalty period, the same applies in the event of a duly certified coronavirus positivity of the booker.

For all other cases, the relevant cancellation conditions are valid.

Cancellation / annulation:

In case of cancellation / annulation of the booking between 6 days and 1 day prior the day of arrival, the confirmatory deposit paid will be fully withhold.

In case of cancellation / annulation of the booking up to 7 days prior the day of arrival, the confirmatory deposit paid will be fully refunded net of bank charges for the bank transfer.

No Show:

In case of No Show no later than h. 07.00 P.M. on the day of arrival, without any communication from Guests about possible delays, we reserve the right to terminate the reservation and the right to resell the room. In case of No Show the confirmatory deposit paid will be fully withhold.

Delayed arrival:

In case of delayed arrival of the Guest compared to the date stated in the reservation, it is required to the Guest, to pay the overall amount of the booked services that have been reserved even if unexpended.

Early departure:

In case of early departure of the Guest dell'Ospite compared to the date stated in the reservation, it is required to the Guest, to pay the overall amount of the booked services that have been reserved even if unexpended.

Over booking:

In unforeseeable circumstances of overbooking, commercial practice, however, we are not used to, we will warn the Guest and find an equivalent alternative solution with a similar structure, at the same fare applied by Us, any tariff differences compared with the agreed fees according to the booking will be on Our charge. If the Guest does not accept no alternatives solutions proposed, he/she will be refunded him the confirmatory deposit already paid, and he/she has not nothing more to expect by Us.

Transfer of booking:

Is Guest's faculty, if it is unable to appear at arrival, transfer the right of reservation already acquired, as long as the transfer is at cost price (excluding any profit) and the transferee meets all the terms and conditions agreed for the stay; in this case it will be the transferor to notify promptly at the B&B Manager the successful transfer and all the details (name, surname, phone, email address) of the transferee. The transfer not communicated to the manager of B&B Belvedere is meant a no-show.

Change your reservation:

The requests of change about confirmed reservations, in order to adding guests, change of arrival date or departure date, must be notified by email, the changes are subject to the availability of the facility and to eventual recalculation of the cost of stay and should receive an eventual authorization by the B&B manager.

“Not refundable” bookings:

For “Not refundable” bookings it's requested at the time of booking a total pre-payment equal to 100% of the total of stay. The payment must be done by bank transfer within 3 days of the sending of the confirmation of availability. In case of changes, cancellation, late arrival, early departure, no show will be fully withhold the 100% of the amount paid.

Rescinding the reservation:

In case of rescinding the reservation by Us, the Guest will be refunded twice of the confirmatory deposit already paid.

Termination of the booking:

In case of termination of the booking by Us, for Guest's breach to one or more of the conditions specified in the present document, the confirmatory deposit paid will be fully withhold.

During the stay:

Because we care about the satisfaction of our Welcome Guests, please manifest immediately any needs and / or problems about your stay, so that we can make your living as pleasant as possible.

It is absolutely not allowed to smoke inside the rooms and bathrooms. Is only possible in the appropriate outdoor spaces.

7. Objects forgotten at departure:

We pray Our Guests, if they forget personal effects at departure, to promptly notify the B&B. The objects found will be kept for a period of 6 months, except for underwear. The objects found can be shipped to your home address with expenses of shipping at your charge.

8. Special requests and health issues

We pray Our Guests to advise prior to confirmation of reservation about any walking problems. We will evaluate whether we can satisfy your needs or not.

Please inform about any food intolerances and / or food allergies that may be present in the breakfast.

For any other special requests, please mention it before the confirmation of booking, we will try to satisfy your needs.

The requests are subject to eventual authorization by the B&B manager, the fact that the request has been notified or dispatched or included in the special requests, it does not confirm that such request will be satisfied.

9. Court of jurisdiction

For any legal disputes the competent court of jurisdiction is Cagliari.

The reservation irrespective of the method it was concluded (by email, phone, personally at the B&B) involves the knowledge and acceptance without reserve or exceptions of the terms and bookings conditions of B&B Belvedere. If any conditions of this contract be or become invalid, or if in this contract there should be a gap, the validity of the remaining conditions can not be called into question.

Terms and conditions of booking – B&B Belvedere by Filippi Raffaella vers. 23.06.2020