



GENERAL BOOKING CONDITIONS

SERVICES INCLUDED IN THE PRICE

Parking: private, unattended, free.

Rooms: all rooms are equipped with independent air conditioning, bathroom with shower, hairdryer, courtesy set, minibar* (for a fee), satellite TV.

Wi-Fi: available in all rooms and common areas, free.

SUPPLEMENTS

Room service: room service is available on call at a cost of €8.

Restaurant Service: breakfast always included in the room rate, lunch and dinner upon reservation. Our menus can be consulted on the website www.villamaiella.it, for any request or need you can contact our staff. It is not possible to choose a la carte dishes.

A hotel reservation does not guarantee a table at the restaurant.

TIMETABLES

Breakfast: from 07.30 to 09.45.

Lunch: from 12.30pm to 1.45pm.

Dinner: from 8pm to 9.30pm.

We inform our kind customers that any food intolerances and/or allergies must be reported at the time of booking to guarantee the best service for everyone.

Children: cot supplement €10.00 per day.

Pets: allowed €20 per day, not allowed in the restaurant

CHECK IN

The booked room is available to the customer starting from 2.30 pm on the day of arrival.

It is possible to bring forward the check-in time upon prior communication at the time of booking, to the Reception (which will confirm it, if possible).

CHECK OUT

At 10.30am on the day of departure.

Late check-outs will only be possible with prior authorization from the Reception.

NO SMOKING

The entire structure is "non-smoking". Please do not smoke either in the room or in the common areas.

It is possible to smoke in the external areas using the appropriate containers.



BOOKING CONFIRMATION

Depending on the periods, in order to confirm the booking, you may be asked to pay a deposit or a credit card as a guarantee.

Deposit: the required deposit is expected to be 30% of the amount due. It must be paid by bank transfer or credit card. At the time of booking, the Hotel will indicate the exact amount to be paid and the necessary bank details. In the event of cancellation of the reservation (the customer does not follow up on the reservation and does not show up at the hotel) the amount paid will not be returned (as per art. 1385 of the Civil Code).

CANCELLATION TERMS

The reservation can be canceled up to 48 hours before arrival, without incurring in penalties.

Cancellation of the reservation must necessarily be made in writing by e-mail or by telephone.

Mandatory information pursuant to Italian Law 675/96, article 10, on privacy.

The customer explicitly consents to the processing, through electronic media, of the personal data provided, aimed solely at managing the contractual relationship existing between the parties. The customer is aware that consent to the acquisition of such data, although optional, is a necessary condition for the conclusion of the booking. Without it, it will not be possible to access the next phase of the booking process. The customer will be able to access their personal data at any time and modify them by making a written request to the hotel.

ACCEPTANCE OF THE GENERAL CONTRACTUAL CONDITIONS

By completing the online booking, the customer approves and accepts the general contractual booking conditions provided for and regulated herein and in particular articles 1, 2, 4, 6, 7, 8, 9.