



BOOKING, CONDITIONS AND CANCELLATION TERMS FOR MOBILE HOME AND CARAVAN

- Booking requests must be made directly by the Guest who will be staying in the accommodation, specifying the total number of people for the booking and their respective names. It is also recommended to indicate if the booking includes any people with a disability and any other specific requirements and/or special conditions, in order to allow the Management to satisfy guests' needs, to the extent possible.
- Your request for booking must be confirmed by means of a deposit in one or two tranches. The first one (30% of the total amount) must be sent within 3 days of the acceptance of the booking request. **The second one (remaining 70%) is due in advance not later than 30 days before the arrival date.**
- **Guests must settle their bill on arrival even in the case of late arrival or early departure.** If guests are delayed by more than 24 hours and have not notified the management, the management reserves the right to cancel the booking.
- The tourist tax and any other non-booked extra services are to be paid directly at the camping resort site.
- Bookings are accepted in the name of the person making the booking and cannot be transferred to third parties. It is not possible to book a stay for two different families for consecutive periods on the same pitch.
- Guests are entitled to request changes to confirmed bookings, which may involve altering the dates for the stay and/or the number of people; in this case, the original booking will be cancelled and a new booking will be made, subject to availability. If accepted, such changes will be subject to standard rate changes (higher or lower rates). It is only possible to make changes to a confirmed booking up to 30 (thirty) days before the arrival date.
- Methods of payment accepted: payment by cash (within the limits permitted by law), CartaSi, MasterCard, Visa
- Confirmation of your booking implies your knowledge of and agreement to General Conditions and Regulations of Riva di Ugento.

CANCELLATION TERMS

- Guests who cancel their booking have the right to a refund of their paid deposit only if a written notification is sent to RIVA DI UGENTO via email no later than 30 days prior to the date of arrival stated on their booking. RIVA DI UGENTO reserves the right to retain the sum of € 100 to cover reservation costs.
- From 29 to 15 days before the date of arrival stated on their booking, will be charged a penalty equal to 50% of the deposit paid, with a minimum charge of € 100.
- From 14 to 4 days before the date of arrival, will be charged a penalty equal to 75% of the deposit paid, with a minimum charge of € 100.
- From 3 days or less before the date of arrival and no-show guests have no right to a refund and RIVA DI UGENTO will keep their paid deposit as a penalty fee.
- We recommend that Guests take out an insurance policy beforehand with an insurance company of their choice.
- Riva di Ugento S.p.A. reserves the right to cancel a booking at least 15 days before the start of the stay, for any reason, refunding only the amount paid by the guest up to that moment, with no additional liability.
- In the case of any discrepancies, the Italian version available on the website www.rivadiugento.it shall prevail.