

Online rates do not include (except where indicated in a different way):

- Deposit € 100 to be refunded on departure if no damage has been incurred. In the case of youth groups there is a deposit of € 50 per person.
- Linen: possibility of hiring sheets at € 10 and towels at € 5 (prices per person per first time use and change) except when included in the apartment.
- On request: cots for children under 3 years old € 35 per week.
- On request: stroller for children € 35 per week.
- On request: extra bed € 100 per week.
- Pets permitted on request by paying a final cleaning € 35.
- Admission to the swimming pool in Portoverde Holiday Village to pay on the spot.
- Possibility to rent washing machine and bicycles. It also possible to ask for a weekly cleaning of the apartment.
- City tax.
- Beach service.

Equipments for children free of charge: high chairs, edge for beds, bathtub.

RATES

The weekly rates in price list are in euro and include use of water, gas, electricity and final cleaning (final cleaning not included by Res. Delfina and Res. Barcellona).

It is not allowed to bring in more people into the apartments than number booked (children included).

The rates do not include the city tax if applied.

Beach Service not included (except where indicated in different way). The beach area offers special reductions on rental of sun umbrella and deck chairs.

In the event of changes in VAT as well as any other tax or tax which compose the prices applied or connected with the services offered by Relax Case & Vacanze (for example, without claiming exhaustiveness, the tourist tax), these will be charged according to applicable laws, in addition to the agreed rates.

PAYMENTS

To definitively confirm your booking and to receive a stay voucher from us, please send a deposit equal to 30% of the total amount to our bank account by bank transfer (in case of proposal with "Flexible Rate - requires a deposit" or "Flexible Rate - requires a non refundable deposit") or total pre-payment of the stay (in case of proposal with "Prepaid rate not refundable"). All details of payment will be sent you with subsequent communications. In case of proposal with "Flexible Rate - requires a deposit" or "Flexible Rate - requires a non refundable deposit", the remaining 70% balance will be payable on arrival (cash, credit cards - Visa and Mastercard - and debit cards are accepted).

CANCELLATION POLICIES

If you chose "Flexible Rate - requires a deposit":

The cancellation or modification of this reservation (to be communicated in writing) will entitle you to a refund of the amount paid (the 30% deposit paid to confirm this reservation) net of the penalties listed below:

- 10% from the act of booking up to 30 days before arrival
- 20% from 29 days to 14 days before arrival

No refund of the deposit paid after this deadline.

Total balance to be paid on the day of arrival, at Check-In. Early departures or reductions in the stay do not provide for any refund of the total amount paid.

If you chose "Flexible Rate - requires a non refundable deposit":

The cancellation or modification of this reservation (to be communicated in writing by email or fax) will not entitle you to a refund of the amount paid (the 30% deposit paid to confirm this reservation). However, in the event that the cancellation occurs at least 30 days before the arrival date and for reasons of force majeure, a voucher will be recognized equal to the amount of the deposit paid, which can be used for any future stays to be completed within a maximum of 12 months from the date of issue of the voucher itself.

In the event that the cancellation occurs within 30 days of the arrival date, the deposit will not be refunded and no voucher will be issued.

Total balance to be paid on the day of arrival, at Check-In. Early departures or reductions in the stay do not provide for any refund of the total amount paid.

CANCELLATION POLICIES

If you have chosen "Non-refundable prepaid rate":

Cancellation or modification of this reservation does not provide any refund. Early departures or reductions in the stay do not provide for any refund of the total amount paid.

SECURITY DEPOSIT

On the day of arrival, at the time of Check-In, you will be asked for a deposit of € 200.00 to be paid in cash. This amount will be refunded on departure provided that no damage is found to the apartment in which you stayed. (in the case of groups of friends / young guests under the age of 30 years the amount of the deposit is to be considered € 100.00 per participant)

Information and Reservations



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