



Internal Regulation

Art. 1: REQUESTED CONDITIONS FOR A BOOKING CONFIRMATION

The confirmation of a reservation mutually bonds both the guest and the hotelier.

As final confirmation of a booking, we require the payment of a deposit, a pre-payment or a pre-authorization from a valid credit card.

Art 1.1 DEPOSIT

As final confirmation of the booking, we require a 30% deposit of the total cost of the stay. This deposit is always non-refundable and it is divided per room, or per person in case of groups.

In collaboration with the insurance company Allianz, we offer our guests the possibility to pay a deposit as a booking guarantee. This insurance agreement is concluded directly between the company and the guest. (for more information visit our website: <http://www.aga-affiliate.it/eng/albergoadele1>)

Art 1.2 ADVANCE PAYMENT

The advance payment guarantees a booking at the best price, from the moment of the reservation to the arrival's date.

A pre-paid booking mutually bonds both the guest and the hotelier.

For a pre-paid reservation, we require the total payment of the stay at the moment of the reservation (The visitor's tax is not included).

In case of a cancellation of an advance-payment booking, the amount paid will not in any case be refunded.

On this point, in collaboration with the insurance company Allianz, we offer our guests the possibility to insure both their stay and its advanced payment. The insurance agreement is concluded directly between the company and the guest. (For more information visit our website: <http://www.aqa-affiliate.it/eng/albergoadele2>)

Art 1.3 PRE-AUTHORIZATION

The pre-authorization is a temporary block of a specific sum of money from the plafond of a credit card as guarantee of the reservation and of all related penalties, as specified in the contract entered at the moment of the booking.

The pre-authorized amount will not be charged on your credit card, it will only be blocked.

A pre-authorization expires automatically after 20/25 days.

The pre-authorization is not a charge and it does not generate any kind of bank movement on your account. We only reserve the right to check:

1. The validity of your credit card
2. The availability of an adequate sum of money to cover any possible penalties in case of cancellation or no show.

During the check-out ,the guest can settle his or her account choosing from the method he or she prefers.

Art 2 INTERNAL REGULATION

2.1 OUR FIRST RULE IS MUTUAL RESPECT.

2.2 Albergo Adele offers alarmed and locked rooms, with outdoor video surveillance for the storage of your sports equipment, completely out of charge.

- 2.3 It is absolutely forbidden to keep any sports equipment (skies, ski boots , bikes etc....) in the rooms and in all common areas.
- 2.4 Parking is not guaranteed and none can book a private place in our parking area.
- 2.5 In case of booking with either half or full board treatment, the meals not used will not be refunded.
- 2.6 In case of a booking with the Bed & Breakfast solution, the guest can choose to have lunch or dinner in our restaurant, by previous availability and reservation. In this case, the guest will be charged of the cost of our daily menu.
- 2.7 Smoking is not allowed in the rooms and in all common areas. Any transgression will be punished with the charge of 150,00 euro as cover of the cleaning costs of the whole room.
- 2.8 The entire hotel is equipped with smoke detectors in accordance with our national law. In case of alarm, the responsible will be reported to the relevant authorities.
- 2.9 Check in is guaranteed from 12.00 a.m. to 7.30 p.m. for guests with a half-board treatment reservation.
- 2.10 Check in is guaranteed from 12.00 a.m. to 10 p.m. for guests with a Bed&Breakfast treatment reservation.
- 2.11 Check-in after 10 p.m. will be considered as NO-SHOW and the related penalties will be charged.
- 2.12 Check-out must be done within 10.00 a.m. on departure's day .
- 2.13 In case of a late check out, the cost of the following night will be charged.
- 2.14 The number of people at the check-in must correspond to the number of people indicated at the moment of the reservation (Children included). If this rule is not observed, the reservation will be cancelled and the related penalties will be charged. The cost of the entire stay will be charged in any case, even if the people at the check-in are less than the people indicated at the moment of the reservation.
- 2.15 For safety reasons, it is not allowed to let people in the room, who were not previously registered at the reception, even if they are friends or relatives.
- 2.16 Although we love animals, our Hotel is not studied to host them appropriately; therefore, animals are not allowed.
- 2.17 Guests are not allowed to eat or drink their own meals inside the restaurant and in any other common areas.
- 2.18 Any food and drink in our breakfast buffet can only be eaten inside our dining room and cannot be, in any case, taken out the breakfast room for a later use.

2.19 The guest is directly responsible for any damage caused to rooms or any other furniture in the hotel and in all common areas.

2.20 In case the guest leave the Hotel before the planned date, the full cost of the original reservation will be charged.

2.21 The Hotelier must guarantee the availability of the room required at the moment of the reservation and must offer all the facilities agreed upon.

2.22 The Hotelier and the whole staff are responsible for the objects and the equipment deposited at the reception.

2.23 The guest can claim the observance of his or her rights in conformity with the Hotel's internal regulation.

2.24 The Hotelier can place a substitute accommodation at the guests' disposal in a neighboring accommodation. The class can be either the same or superior.

2.24 a. For instance, the Hotelier can offer a substitute accommodation, in case the original room has been declared not safe, or in case the Hotel has particular needs which justify such a decision.

2.24 b. Any possible extra costs regarding the substitute accommodation will be at the expense of the Hotelier. This rule does not apply in case of a prolonged stay.

2.25 If circumstances beyond the Hotel's control (e.g natural disasters, authorities' measures etc...) make the conclusion of the contract impossible, the Hotelier reserves the right to end such contract in any moment without notice.

2.25 a. The guest has the right to reclaim a refund of the booking's guarantee.

2.25 b. The guest cannot be refunded the cost of the facilities used until that moment.