



## GENERAL TERMS AND CONDITIONS

### Reservation

The reservation must be guaranteed by a non-refundable deposit of 30% of the total amount of the reservation. The deposit can be paid:

- by credit card (Visa, MasterCard) using a secure payment link. Upon request we will send you an email with instructions to complete the payment
- by bank transfer. You will find our bank details in the booking confirmation email

### Amendment/cancellation

The reservation will be considered provisional until a deposit has been received.

We reserve the right to re let the accommodation if a deposit has not been received within the agreed period. Any change or cancellation request must be made in writing to [info@maregolf.it](mailto:info@maregolf.it)

Should you wish to cancel your holiday, we must receive notification via email prior to your expected date of arrival.

- If you cancel at least 15 days prior to the day of your arrival: the deposit will be applied for a stay within the next season
- For cancellations made less than 15 days prior to the day of arrival or in case of a no-show: 100% of the deposit will be charged
- In case of late arrival or early departure: the full amount of the whole stay will be charged. Only lunch or dinner will be deducted.

### PREPAID RATE

Payment for our prepaid rate is fully taken at the time of booking. No refund is permitted in the event of cancellation. Reservations cannot be changed. In case of cancellation, a fee of 100% of the total amount will be charged. For no-show, unused room or early departure, 100% of the total amount will be charged.

### During your stay

Our standard check-in time is 2pm. Check-out is by 10am on your departure date.

For an additional fee and upon availability, you can keep your room until 2pm or 6pm.

Guests not checking out before this time may be charged for another night.

Rooms are available from 12 pm, when you book the full board option. Please be aware that full board starts with lunch on arrival day and ends with breakfast on the day of departure.

For afternoon arrivals lunch cannot be taken on the day of departure unless specifically agreed in writing at the time of booking. There is no refund for meals which are not taken by guests. Whilst the hotel will attempt to accommodate requests wherever possible, the hotel does not guarantee special requests such as specific room numbers, floor allocations or views.

Pets are not allowed.

### Regarding food allergies or intolerances

Should you have any food allergies or intolerances, please give us advice at the time of booking and again upon arrival. We will do our utmost to accommodate these.

For lunch and dinner, we offer an à la carte menu with a selection of gluten-free first courses, second courses and desserts in addition to the gluten-free dishes available at the buffet. For breakfast, we mainly offer only pre-packed gluten-free products.

**PLEASE NOTE** Whilst precautions will be taken during food preparation to prevent cross contamination, however, we cannot guarantee that there will be no traces of the allergen in the meals provided as the meals are not prepared in an allergen free environment.

### Paying for your room

The room prices take account of the VAT applicable on the day of the reservation and any change of the applicable VAT rate will be automatically reflected in the price indicated on the billing date. The local tourist tax is not included in the room rate and must be paid directly on location at the checkout. For organizational reasons, we kindly ask you to settle up the bill on the evening before your departure.

We accept payments by debit card, credit card (Visa or MasterCard) or cash. The maximum amount allowed for cash payments is € 4.999,99.

Payment of the balance by bank transfer is permitted for stays of 5 nights or more and must be made no later than the day of arrival.

### Smoking policy

Smoking is prohibited in all guest rooms and inside the hotel. Guests may smoke at the bar terrace and on their own balconies. The Hotel reserves the right to charge a specialist cleaning fee in the event we suspect smoking has taken place in your room during your stay.

### Alternative accommodation

If an extraordinary and unforeseeable event occurs, or in the event of force majeure, the Hotel Maregolf reserves the right to relocate the reservation to a nearby hotel of equivalent category. Any additional cost will be payable by Hotel Maregolf. If an allocated room is no longer available, for whatever reason (e.g. if the room has become unusable, if an existing guest extends his stay) Hotel Maregolf may provide the guests an alternative room of equivalent or higher category.

### Applicable law and competent jurisdiction

These terms and conditions, their subject matter and formation (and any non-contractual disputes or claims) are governed by, and construed in accordance with Italian law.

Subject to the provisions below and unless mandatory provisions dictate otherwise (as in the case of consumer disputes), any dispute that may arise from an agreement to which these terms and conditions apply, either wholly or partially, will be settled by the Court of Pordenone.