

TERMS AND CONDITIONS BELLERIVE LIFESTYLE HOTEL

TERMS AND CONDITIONS FOR ROOMS

PRICES

The prices indicated are intended per room, per night, according to the type of room and number of occupants selected (unless otherwise specified), subject to availability. Normal supplements are applied for rooms of superior category, additional guests and added products. The prices are applicable only to new bookings. All the prices indicated are applicable at the time of booking, they cannot be accumulated with other offers and may be modified without notice. The entire cost of each booking, with the addition of all extras provided during the guests' permanence, must be settled in full before departure. VAT is included at the current rate when applicable. The City Tax of 3.30 Euros per person, per night, is not included and will be charged at the time of checking in.

DIRECT BOOKINGS FULL PRICE

PAYMENT: To guarantee the booking, a valid credit or debit card is necessary. The credit or debit card must be presented when checking in at reception.

CANCELLATIONS: You can cancel or modify your booking free of charge up to 48 hours after arrival of the confirmation mail.

NO SHOW: If check-in is not done before 12 pm (midnight) or if no communication of arrival after 12 pm (midnight) on the foreseen day of arrival is given, we shall consider the booking cancelled and the booking will be charged at 100% of its value.

DIRECT BOOKINGS DISCOUNTED PRICE

PAYMENT: Payment is required in full at the time of booking. Your credit or debit card will be consequently be charged for the full amount.

CANCELLATION: Payments made for discounted prices will not be refunded in the case of cancellation.

NO SHOW: If check-in is not done within 12 pm (midnight) or no communication of arrival after 12 pm (midnight) on the foreseen day of arrival is given, we shall consider the booking cancelled and the booking will be charged at 100% of its value.

PROMOTIONAL PRICES

Prices are subject to availability and modifications and only for a certain number of rooms. When this quota is reached, the hotel generally will not accept further bookings at these prices even if technically not completely full. Supplements could be applicable, varying according to the day of the week and the season. These prices are applicable only to new bookings. For rooms of the lower categories to which normal supplements are applicable, we reserve the right to modify the offers according to need. Where applicable, full payment is required at the time of booking and this cannot be refunded or transferred. These prices cannot be accumulated with other offers. Refer to the page of promotional terms and conditions for further information.

PAYMENT: Payment is required in full at the time of booking. Consequently, your credit or debit card will be charged for the full amount.

CANCELLATION: Payments made for discounted prices will not be refunded in the case of cancellation.

NO SHOW: If check-in is not done within 12:00 pm (midnight). or no communication of arrival after 12 pm (midnight) on the foreseen day of arrival is given, we shall consider the booking cancelled and the booking will be charged at 100% of its value.

BOOKINGS GUARANTEED: When you make a booking with us, your booking is guaranteed. By this we mean that we will provide the agreed standard of accommodation you booked, choosing among the suitable rooms available at the time of check-in. Naturally, you can modify or cancel your booking in conformity with these terms and conditions. In the unlikely case in which we should modify or cancel your booking, we reserve the right to do so (including, unlimitedly, the offer to transfer your booking to another hotel with similar standards). In this case, it is possible for you to: (a) accept the modification as notified; (b) stipulate an alternative agreement with us; or (c) cancel the booking and receive a complete refund of all sums paid.

RECEPTION OPENING HOURS: Reception is open all day round.

CHECK-IN TIMES: Check-in is from 3:00 pm, every day. Your room could be available before 3:00 pm. This cannot be guaranteed, however, and if necessary the hotel will allow you to leave your luggage in deposit until the room is ready.

CHECK-OUT TIME: Check-out is to be done by 11:00 am.

EARLY CHECK-IN: subject to availability and costs.

LATE CHECK-OUT: subject to availability and costs.

BREAKFAST: Breakfast is included in the price of the room and is served from Monday to Friday from 7:00 am until 10:30 am, on Saturdays and Sundays from 7:00 am until 11:00 am.

CLEANING: Rooms are cleaned every day unless otherwise indicated in the description of the price or unless guests request the cleaning service on one or more particular days of their stay. Linen is changed every two days.

SMOKING POLICY: Smoking is strictly prohibited in all public areas and rooms. Electronic cigarettes are also forbidden, both in common areas and in hotel rooms. A fine (from € 27.50 to € 275.00) will be given to any person found to be smoking in a room.

MINIBAR: Rooms are provided with a minibar containing drinks. Guests are requested to inform reception each day of items taken from the minibar and whether the minibar needs to be restocked. Items from the minibar are supplied as a service and are to be paid for. The cost of each item is shown on a list placed close to the Minibar.

SPECIAL REQUESTS: although we make every effort to satisfy your requests, unfortunately we cannot guarantee success, lack whereof does not constitute a breach of contract.

PERSONAL INFORMATION: Bellerive Lifestyle Hotel treats personal information collected in order to supply the hotel services and accommodation agreed with you and to supply you with information on the products and services we offer. We will not sell or divulge this information to other companies or hotels or to the suppliers with which we work in processing data for our company. We monitor company calls with the purpose to control quality and training.

POLICY REGARDING CHILDREN: Children are considered to be aged between 0 and 5 years. Their inclusion in campaigns and promotions may differ. Please refer to the page of terms and promotional conditions for further information. Children of up to 5 years will be accommodated, when space is suitable, with a cot or divan bed, free of charge.

POLICY REGARDING PETS: Bellerive allows small pets. A daily charge of 60.00€ is made. Prior notification is required.

PARKING: Parking is available by reservation, subject to availability and is free of charge. Vehicles are parked and remain at guests' own risk and peril. The company accepts no liability for any loss or damage to a vehicle.

TERMS AND CONDITIONS FOR RESTAURANTS AND BARS

MENUS: Menus are refined, valorising local producers and growers when possible. Menus may be changed without notice and limited on the basis of availability.

ALLERGIES: Before ordering, please inform staff of any food allergies so that the kitchen is aware of these.

MEAL TIMES: Breakfast is included in the price of the room and is served from Monday to Friday, from 7:00 am until 10:30 am, on Saturdays and Sundays from 7:00 am until 11:00 am. Lunch should be requested the day before (one day's prior notice) and is served every day from 12:00 am until 4.00 pm. Dinner is served every day from 6:00 pm until 10:00 pm.

BOOKINGS: Although it is not imperative to book, it is highly recommended due to the limited availability of seating during peak times.

COMMENTS / COMPLAINTS: If you have any reason to complain or have comments to make, please inform our company, making reference to your booking and all details of the event, addressing your communication to ***direzione@bellerive.it***.

EURO: All prices indicated are in Euros and payments may be made only in Euro currency.