

ORIZZONTE

H O T E L

Welcome and thank you for choosing Orizzonte Hotel.

In order to make your stay more pleasant, please read carefully the rules and behavioural norms below. Each booking, after its confirmation, has the value of acceptance of the contract according to current Italian legislation. The contract is binding for those making the booking and for all other persons mentioned in the same, minors included.

HOTEL POLICY/RULES

Guests are invited to observe the following rules in order to allow a pleasant stay for themselves and others.

1. Booking and payment method:
 - a. Booking procedure;
 - b. Confirmation of booking;
 - c. Data verification;
 - d. Payment method;
2. Booking modification and cancellation - No Show - Early departure - prolongation of stay:
 - a. Modification of booking;
 - b. Cancellation of booking;
 - c. No Show;
 - d. Early departure;
 - e. Prolongation of stay;
3. Arrival [Check-in] at the hotel:
 - a. Important notes;
 - b. Check-in time and options;
4. Departure [Check-out]:
 - a. Important notes;
 - b. Check-out time and options;
5. Obligations and prohibitions for guests.
6. Responsibility of the hotelier.
7. Breakfast.
8. Rooms cleaning;
9. Health and Safety.
10. Privacy Policy.
11. General Terms and Conditions.

1. BOOKING AND PAYMENT METHOD

a. Booking procedure:

- Direct:
 - Web-site: www.orizzontevillage.com;
 - Telephone: +39 0883 256434;
 - Mail: info@orizzontevillage.com;
- Indirect:
 - Booking.com, Trivago.com.

b. Confirmation of booking:

Booking for max 3 nights and/or max 4 people	Booking for more than 3 nights and/or more than 4 people
<p>For direct booking requests (website, telephone and e-mail), the reservation is accepted only after our confirmation email.</p> <p>To confirm the reservation no credit card is required for stays up to 3 nights, excluding groups of more than 4 people.</p>	<p>For stays of more than 3 nights or for groups of more than 4 people, the reservation becomes binding only upon receipt of the credit card details on which to execute the pre-authorization¹.</p> <p>In case you decide not to provide the credit card at the time of booking, in the confirmation email you will be required a confirmatory deposit to be sent by bank transfer (30% of the amount) within and not later than 2 days from the date of confirmation of the booking. The transfer must be cashed before the arrival of the Guests.</p> <p>In the absence of one of the two warranty conditions required, Orizzonte Hotel reserves the right not to confirm the reservation.</p>

Confirmation of booking implies acceptance of our rules and policies.

c. Data verification:

We kindly ask you to check the accuracy of the booking data and its confirmation and to inform us as soon as possible about any anomalies.

Notification of any changes must be received no later than 24 hours before the scheduled arrival date. After this term we disclaim any responsibility for any inaccuracies.

d. Payment method:

We accept the following payment:

- Paypal;
- Satyspay;
- Credit/Debit Card: Visa, Diners, MasterCard, Maestro);
- Cash (within the legal limit);
- Bank transfer² (to be agreed with the Reception);

As a guarantee, credit cards may be required at check-in.

Payment of the stay and any extras will be made at the check-out, except in the following cases:

- Guests without a credit card or whose credit card has not been pre-authorized;
 - Groups larger than n°4 people;
 - Guests who wish to check out during the closing hours of the Reception;
 - At the discretion of the Management, the Guest must pay the full amount of the reservation at check-in.
- Payment of any extras will be made at check-out.

The Reception is open from 07:00 to 12.00, from 16.30 to 22.30.

2. BOOKING MODIFICATION AND CANCELLATION - NO SHOW - EARLY DEPARTURE - PROLONGATION OF STAY

	Booking for max 3 nights and/or max 4 people	Booking for more than 3 nights and/or more than 4 people
a. <u>Modification of booking:</u>	<ul style="list-style-type: none"> ▪ To modify your booking you must contact the Reception, who will do everything possible to satisfy the request, however, it will not always be possible to guarantee the fulfilment of this request; ▪ Any tariff differences will be communicated to the Guest; 	
b. <u>Cancellation of booking:</u>	<ul style="list-style-type: none"> ▪ Free of charge. ▪ Guests are kindly requested to inform the Reception as soon as possible 	<ul style="list-style-type: none"> ▪ Cancellations must be notified in writing to the address info@orizzevillage.com. We will respond to confirm receipt of the cancellation request and will indicate any charges.
c. <u>No Show:</u>	<ul style="list-style-type: none"> ▪ Free of charge. ▪ Guests are kindly requested to inform the Reception as soon as possible 	<ul style="list-style-type: none"> ▪ 100% of the first night fare will be charged.
d. <u>Early departure:</u>	<ul style="list-style-type: none"> ▪ Guests who leave in advance must pay for the room for the remaining days of the reservation. 	
e. <u>Prolongation of stay:</u>	<ul style="list-style-type: none"> ▪ For the extension of the stay an additional reservation is required, and is subject to availability and change of rates. 	

3. ARRIVAL [CHECK-IN]

a. Important notes:

- The Reception is located inside Bar Orizzonte.
- It is not possible to accept at Check-in and thus allow the stay for guests with identity documents not in order or expired.;
- At the time of check-in if there are more guests than those provided for in the reservation, regardless of the age of the guests, the staff will check availability may, in case of lack of availability, not allow the admission to the Guests in excess. This cannot in any way constitute grounds for cancellation of the reservation for the intended Guests;

b. Check-in time and options:

- The day of arrival, the rooms will be available from 14:00 to 22:30 (it is preferable to inform the Reception of the time of arrival);
- Early Check-in: it is possible to ask for an Early Check-in from 07.00 to 14.00, subject to availability agreed by the Reception and with a minimum charge of € 15,00;
- Night Check-in: it is possible to ask for a Night Check-in from 22.30 to 07.00, subject to availability agreed by the Reception and with a minimum charge of € 25,00;

Check-in	Time slot	Price (€)
Night Check-in	22.30 – 07.00	25,00
Early Check-in	07.00 – 14.00	15,00
Regular Check-in	14.00 – 22.30	Included in the rate

4. DEPARTURE [CHECK-OUT]

a. Important notes:

- The day of departure [Check-out] rooms must be vacated no later than 10:00;
- The room keys must be returned to the Reception;
- Guests who wish to leave during the night before 07:00 will have to check-out and pay the balance bill the day before departure;

b. Check-out time and options:

- The day of departure, rooms must be vacated by 10:00;
- Late Check-out: it is possible to ask for Late Check-out by 12:00, subject to availability agreed by the Reception and with a minimum charge of € 10,00;
- Evening Check-out: it is possible to ask for Evening Check-out by 19:00, subject to availability agreed by the Reception and with a minimum charge of € 20,00;

Check-out	Time slot	Price (€)
Regular Check-out	07.00 – 10.00	Included in the rate
Late Check-out	10.00 – 12.00	10,00
Evening Check-out	12.00 – 19.00	20,00

5. OBLIGATIONS AND PROHIBITIONS FOR GUESTS.

- It is forbidden to enter the Hotel area and in particular in the rooms to all those who have not checked in regularly. All unauthorized persons found inside the Hotel will be reported to the Police;
- All guests are obliged to respect the time of silence from 14:30 to 17:00 and from 23:00 until 08:00;
- Access to animals, even of small size, is not allowed in the rooms, even inside their cages;
- It is forbidden for security reasons to use stoves, hot plates and irons in private rooms and gardens;
- Smoking is strictly forbidden inside the rooms. Smoking is allowed in the open spaces or in the private garden in the respect of other customers;
- It is forbidden to throw objects (patches, absorbents, etc.) in the toilets and it is recommended to use the bin;
- Outside the rooms (private garden, parking, reception, etc.) and in all common areas it is recommended to adopt a decent clothing;
- Persons who cause damage to the building, equipment etc. are legally liable under the applicable regulations. Thefts and intentional damage will be reported immediately to the Police. The day of departure the staff will check the rooms and the costs of repairing any damage or loss of keys will be charged and must be paid at the time of check-out;
- It is also forbidden to use inappropriate spaces inside the rooms to store suitcases, clothes or linen;
- Parents (or their legal representative) are responsible for the acts of their minor children within the Hotel and are obliged to supervise them and ensure that they maintain a polite and respectful attitude, especially in respect of the silence time and the correct use of bathroom. Any activity that may disturb other Guests is prohibited;
- The use of musical instruments in the hotel rooms is prohibited;
- It is forbidden to step on flowerbeds or damage plants and flowers;
- It is forbidden to enter reserved areas;
- It is forbidden to enter with weapons (unless legally authorized), knives, sticks or blunt objects;
- The speed of the vehicles inside the car park shall not exceed 10 km per hour.

6. RESPONSIBILITY OF THE HOTELIER

- In the case of suspension of the electricity and/or water supply due to the Supplier Company or other causes of force majeure, the Management disclaims all responsibility and is not obliged to any refund;
- The Management disclaims any responsibility for accidents to adults and children, children must always be accompanied;
- The Management of the Hotel is not responsible for the loss of objects of the Guests (each Guest is obliged to the diligence of the custody of the objects of his property), of damages consequent to events of force. For no reason, discounts will be granted at the time of departure to cover any or suspected disruption that may occur as a result of the events described above;
- The parking lot is uncovered and unattended. The management is not responsible for any damage or theft to cars.

7. BREAKFAST

- Breakfast is served from 05:00 to 10:00 at Bar Orizzonte and from 07:00 to 10:00 in the breakfast room buffet;
- Guests suffering of food allergies are required to notify the Reception in advance;
- The request for gluten and/or lactose-free products must be made during booking;

8. ROOMS CLEANING

- The rooms are cleaned and towels are changed every day, bed linen is changed every other day;
- If the room is not cleared in time or is particularly messy (clothes on the bed, items or accessories on the floor), the room cleaning will not be done;
- If the room is particularly dirty or animals unauthorized are found in the rooms, the Management has the right to charge the Guest for cleaning and sanitizing.

9. HEALTH AND SAFETY

- The Hotel is equipped with a first necessity medical kit (patches, hydrogen peroxide, gauze, etc.) for small interventions, located at the Reception. For more serious problems the Guest must go to the Civil Hospital located at Viale Istria, 76123 Andria BT (Tel.: 0883/299111) or call 118;
- The telephone numbers of the Medical Guard and the emergency services are contained in the list of useful numbers in the Welcome Letter;
- Any infectious disease must be promptly notified to the Management;
- Any special requests must be made at the time of booking. Although we will ensure that you are satisfied in all requests, as long as they are reasonable, we cannot guarantee that every request is satisfied;
- In case of health problems or disabilities that may affect the performance of your stay, please inform us before booking confirmation. Should we reasonably consider that we cannot satisfy the particular needs you have indicated, we have the right to decline your reservation or, if such information does not arrive at the time of booking, will subsequently not be taken into account.

10. PRIVACY

Pursuant to the European General Regulation on data protection n. 679/2016 (GDPR) and the Code of protection of personal data (D.Lgs. 196/03) we inform you that, for the establishment and execution of the contract with you, our Company is in possession of your data, acquired also verbally, directly or through third parties, qualified as personal by D.Lgs. 196/2003. RAM ELETTRONICA S.r.l.u. undertakes to process your data in compliance with the law on the protection of personal data and not to disclose the data except to comply with contractual and legal obligations; such data will not be widespread in any way, they are collected and/or processed by electronic or manual tools. The responsible for the process of your data is Dr. Michele Scarcelli. Eventual requests pursuant to art. 7 of D. Lgs. 196/03 must be addressed to RAM ELETTRONICA S.r.l.u., located in Via Ospedaletto Km. 1,700/D, 76123 ANDRIA (BT). In accordance with this rule we invite you to read carefully the information displayed at our offices or to request it by e-mail: info@ramelettronica.it addressed to the Data Controller.

11. GENERAL CONDITIONS

- In the unquestionable opinion of the Management, the non-compliance with the rules and the improper behaviour that seriously damages the harmony of the Hotel, may involve the expulsion as unwelcome Guests. In such case the Guest will not be entitled to any refund of the amount paid, subject to the Management to claim compensation for any damages and prejudice;
- By booking the stay, the Guest declares to have read and accepted this regulation. The Management also warns that, if forced, it will quickly alert the Police; in the same way will be treated episodes of serious disrespect towards the Management and/or Reception or who represents in this case;
- All the specific indications given in the signs in the area of property of the Hotel must be respected;
- The Management has the right to modify this Regulation at any time, which will be visible at the entrance and published on the website of the Hotel.
- Any legal dispute shall be deemed to be the jurisdiction of Trani (BT), Italy.

Note:

1. **Authorized withdrawal:** Hotel Orizzonte reserves the right to check the validity of the credit card left as "guarantee" before the arrival of the client requesting a preauthorization of the circuit to which it belongs.
With the pre-authorization the hotel guarantees the temporary availability of the total amount of the stay, or of a part of it (about 30%), to make sure that the credit card is valid.

No amount is collected.

The pre-authorization expires automatically after 20 days from the requested date and the amount is released. In case of pre-authorized with a negative result the customer will be notified and the reservation will be canceled. In this case, the hotel will have no obligation towards the customer.

2. **Bank transfers:**

Beneficiary: Orizzonte Village SRLU

IBAN: IT43M0710141342000000004383

Please send a swift copy of transfer via email to info@orizzevillage.com indicating the date of your reservation, the telephone number, you will receive confirmation.

The transfer must be made within 3 days from the date of arrival.