



# INFORMATION AND GENERAL COMMERCIAL TERMS AND CONDITIONS

## CHECK - IN AND CHECK - OUT:

The rooms are available from 3 p.m. Please leave your room by 10 a.m. on the day of your departure, so we can clean and tidy it for the next guests. With a cost of €30.00 for each family member, it is possible to stay in the hotel (leaving the room) and enjoy Spa, swimming pools and Lino Land after 12.00 p.m. and until 8.00 p.m. of the check-out day. With a cost equal to the 30% of the last night, you can keep your room and enjoy Spa, swimming pools and Lino Land until 8.00 p.m. of the check-out day. Subject to availability, check the night before at reception.

## ROOMS/SUITES:

The plans illustrated are only an indication. Within the same category, variations are possible in layout, size, division of space and furniture.

## RESERVATION:

To finally confirm the reservation it is necessary to buy the "Flex & Free" ticket at a cost equal to 12% of the booked stay or pay a deposit equal to 30% of the booked stay (only after receipt of payment, the reservation is considered binding).

## CANCELLATION CONDITIONS:

Cancellation terms and penalties can be found below:

- Up to 60 days before the arrival = no penalty and conversion of the deposit into a voucher for a subsequent stay
- From 59 to 30 days before the arrival = penalty of 15% of the total amount of the reservation and conversion of the rest of the deposit into a voucher for a subsequent stay
- From 29 to 7 days before the arrival = penalty of 30% of the total amount of the reservation
- From 6 to 0 days before the arrival = penalty of 100% of the total amount of the reservation

**These penalties do not apply to "Flex & Free" ticket purchasers.**

In case of late arrival and/or early departure, all days will be charged. Unused services, meals in particular, will not be reimbursed. With the payment of the deposit, general booking conditions, cancellation conditions in particular, are considered understood and legally accepted in full.

**Flex & Free:** thanks to the "Flex & Free" ticket with an additional cost of 12%, you will be free to cancel and/or change at any time and unconditionally your reservation.

If you want to cancel your booking you have to write an E-mail by 3 p.m. of the arrival day. If the cancellation arrives more than 60 days before the start of the stay, the "Flex & Free" ticket is reusable for a future booking. Should the new booking have a lower ticket value than the previous one, the difference will be lost. If it is higher, you will have to pay the difference during the room confirmation process.

**The "Flex & Free" ticket is an additional cost and is non-refundable.**

With the payment of the "Flex & Free" ticket, the general booking conditions are considered understood and legally accepted in full.

## PAYMENT METHODS:

Deposit or "Flex & Free" ticket: can be done via postal order, bank transfer or online using a credit card on [www.cavallino-bianco.com/pay](http://www.cavallino-bianco.com/pay).

At the time of check in, you will be asked to provide your credit card in order to guarantee the reservation as per international standards.

Payment of the balance (before departure): cash (max € 4999 for each booking), personal bank-check, Visa, Mastercard, Eurocard, Amex, Diners.

The final payment can also be made by bank transfer if the value date is within 5 working days before the check-out date (even if made by instant bank transfer).

## BANK ACCOUNT

Cassa di Risparmio di Bolzano SpA - Office of Ortisei

ABI 06045 - CAB 58680 - c/c 28800

IBAN: IT 21 E 06045 58680 000000028800

Swift-Code (BIC): CRBZ IT2B060

## FOR THE GUESTS OF SWITZERLAND:

Banca Raiffeisen Engiadina Val Müstair

Plazza da Posta, CH-7537 Müstair

IBAN: CH14 8114 4000 0308 7357 5

BIC: RAIFCH22

## PETS:

Animals are not permitted in the hotel.

## VISITOR'S TAX:

The revenue generated from the visitor's tax is used to build and improve the infrastructures and services, as well as to organize sports and cultural events.

All hotels ask for this tax, set per person and stay, that amounts to Euro 3,90.

Children under the age of 14 are exempt.

The visitor's tax is payable upon departure and will be listed on your invoice.

THE BEST HOTEL FOR  
**FAMILIES**  
WORLDWIDE

**Cavallino Bianco Family Spa Grand Hotel**

Dolomites · Val Gardena · Italy

39046 Ortisei (BZ) · Str. Rezia 22

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[www.cavallino-bianco.com](http://www.cavallino-bianco.com)

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