



# INFORMATION AND GENERAL COMMERCIAL TERMS AND CONDITIONS

## CHECK-IN E CHECK-OUT:

The rooms are available after 3 p.m. Please leave your rooms by 10 a.m. on the day of departure, so that we can provide clean and tidy rooms for the next guest, just like we did for you.

## ROOMS/SUITES:

The plans illustrated are only an indication and are not binding. Within the same category, variations are possible in layout, size, division of space and furniture.

## RESERVATION:

Reservations are confirmed by our written confirmation and are guaranteed only by payment of a deposit equal to 30% of the total stay-cost. The deposit needs to amount to at least Euro 200.

## CANCELLATION CONDITIONS:

### Summer 2021 (20.05.2021-27.11.2021)

The payment of the deposit equal to 30% is required within 14 days before arrival. Should you cancel up to 14 days before arrival, the cancellation is free without penalties. Should you cancel less than 14 days before arrival, the cost of the paid deposit will be charged. Should you have a delayed arrival or have to anticipate your departure, the cost of the whole stay would be due. Non-used services, such as meals, are not refundable. With the payment of the deposit the general booking conditions and the terms of cancellation are considered as understood and bindingly accepted.

### Winter 2021/22 (28.11.2021-19.04.2022)

The payment of the deposit equal to 30% of the total amount is required within 90 days before arrival. Should you cancel up to 14 days before arrival, the cancellation is free of charge. In case the cancellation reaches us less than 14 days before your arrival, the amount of the paid deposit will be charged. In the event of delayed arrival and/or anticipated departure, the cost of the total stay will be due to pay. Non used services, such as not enjoyed meals, are not refundable. With the payment of the deposit the general booking conditions and the terms of cancellation are considered as understood and juridically accepted.

## INSURANCE POLICY:

**To avoid losing your deposit or the whole cost of your stay in case of cancellation, we suggest you take out insurance with us. Detailed information is available on request.**

## PAYMENT METHODS:

Deposit: 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).

Payment of the balance (before departure): cash (max € 1.999,00 for each booking), personal bank-checke, Visa, Mastercard, Eurocard, Amex, Diners. The final payment can also be made by bank transfer but must be done prior to arrival and at least 5 working days before the departure day.

## 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

## DOGS AND CATS:

Animals are not permitted in the hotel.

## VISITOR'S TAX:

Amounts to Euro 2,50 per head. Children under the age of 14 are exempt. The visitor's tax is payable upon departure and will be listed on your invoice.

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## Cavallino Bianco Family Spa Grand Hotel

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

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