



INFORMATION AND GENERAL COMMERCIAL TERMS AND CONDITIONS OF BOOKING

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 10% 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 10%, 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. 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 € 4.999,00 for each booking), personal bank-checkue, Visa, Mastercard, Eurocard, Amex, Diners.

PAYMENT GUARANTEE

At check-in, a guarantee for the payment of the stay will be required. This can be provided either through a pre-authorization on your credit card or, alternatively, via an instant bank transfer. Payment in cash is also possible, provided the amount is within the legally permitted limit.

TRAVEL AGENCIES / TOUR OPERATORS

If the booking is made through a travel agency or tour operator, the full payment must be settled no later than 14 days prior to the guest's arrival.

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

PETS

Animals are not permitted in the hotel.

VISITOR'S TAX

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

All hotels are required to collect this tax, set per person per night, that amounts to € 3,90 (€ 5,00 starting from 01.01.2026).

Children under the age of 14 are exempt. The visitor's tax is payable upon departure and will be listed as a separate item on your invoice.

ALTO ADIGE GUEST PASS

- Upon completing the check-in process, the Südtirol Alto Adige Guest Pass/ Val Gardena Guest Pass/Mobil Card (consequently Guest Pass) will be issued to the guest, which according to the decision of the South Tyrolean regional government No. 732/2022, is valid for the entire duration of their stay as well as from 0:00 on the day of arrival unto 24:00 on the day of departure.

- The Guest Pass includes the use of all public transport within the "südtirolmobil" network area as well as additional services, which vary depending on the tourism organization. Detailed information can be found at: suedtirol-guestpass.info

- The sole entity carrying the Guest Pass in South Tyrol is the Mobilitätskonsortium, appointed as the unified coordination point in accordance with the above decision of the South Tyrolean regional government by the Provincial Association of Tourism Organizations of South Tyrol on November 16, 2022. The details of the additional services associated with the Guest Pass and the conditions of use of the Guest Pass are communicated by the third party responsible for issuing and managing the Guest Pass. Detailed information is available at: suedtirol-guestpass.info

Cavallino Bianco Family Spa Grand Hotel

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