



INFORMATION AND GENERAL COMMERCIAL TERMS AND CONDITIONS OF BOOKING

RESERVATION

To finally confirm the reservation, it is necessary to purchase 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 the respective payment, the reservation is considered binding).

CANCELLATION/AMENDMENT CONDITIONS

- Up to 30 days before the arrival = no penalty and conversion of the deposit into a voucher for a subsequent stay of equal amount within 2 years by the day of cancellation
- 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

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.

The confirmation deposit won't be refunded in any case.

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

Ticket Flex & Free:

The Flex & Free Ticket is an optional, non-refundable add-on costing 10% of the total room booking amount. Up to 30 days before arrival, it allows cancellation without penalty or unlimited booking amendments, subject to availability, applicable minimum-stay requirements, fixed dates, and current sales conditions. If the booking is cancelled within this period, the ticket value may be used exclusively, within two years of the cancellation date, to purchase a new Flex & Free Ticket for a future booking of equal or higher value; it cannot be refunded, converted, deducted from any amount due, used as a confirmation deposit, applied towards the stay, or used as credit for services or other products. From 29 days before arrival until 3:00 p.m. on the arrival date, the ticket allows one penalty-free amendment or one penalty-free cancellation only. Once used, it is deemed fully exhausted. If a booking is amended within the final 30 days before arrival and further flexibility is required for the amended booking, a new Flex & Free Ticket, calculated on the revised total stay amount, must be purchased; alternatively, a confirmation deposit may be paid, in which case the applicable general cancellation terms and conditions shall apply.

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.

ROOMS/SUITES

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

PAYMENT METHODS

Deposit or "Flex & Free" ticket: bank transfer or credit card.

BALANCE 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, via an instant bank transfer or in cash within legally permitted limits.

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 22000
IBAN: IT 22 M 06045 58680 000000222000
Swift-Code (BIC): CRBZ IT2B060

PETS

Due to hygienic, safety and prevention of allergic disease reasons, animals are not permitted in the hotel.

VISITOR'S TAX

All hotels are required to collect this additional tax on behalf of the Municipality, set per person per night, that amounts to € 5,00.

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.

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