

TERMS AND CONDITIONS 2021

RESERVATION

It is possible to GET A QUOTE or MAKE A DIRECT RESERVATION through the Booking engine available at www.torrerinalda.it; in some periods and/or for some accommodations it could be necessary to send a REQUEST OF RESERVATION subject to confirmation of availability by the campsite.

In case of REQUEST OF RESERVATION, Torre Rinalda Camping Village will send to the guest a non-binding AVAILABILITY CONFIRMATION, with all the details and the date by which the deposit must be paid.

The AVAILABILITY CONFIRMATION is not an option: the expiring date indicates the term by which it is possible to pay. The system will show the availability also to other users, with possible ineffectiveness of the request before the date indicated. Once the deadline has expired, or in case of anticipated expiration due to confirmations made by other users, the reservation shall be deemed as “never occurred”, freeing Torre Rinalda Camping Village by any commitment with the requester.

The RESERVATION or REQUEST OF RESERVATION must be made directly. By the guest that will occupy the unit. The guest will indicate the amount of people and their personal data.

Even though all the common areas and the sanitary blocks are free of architectural barriers, the housing units (Mobile Homes, Safari Glamour Tent and Rider Tent) are not suitable to people in wheelchairs and non-ambulatory people; in these cases and/or in case of other specific conditions it is necessary to contact Torre Rinalda Camping Village.

Inside the housing units (Mobile Homes and Safari Glamour Tent) only members of the same family are admitted and they can't host two families.

Reservations for underaged group of boys/girls (less than 18 y.o.) are not allowed without the presence of an adult for the whole stay.

At the moment of the reservation it is possible to choose between the “**only overnight stay**” or the “**half board treatment**”. The half board includes the buffet breakfast and dinner with table service; the treatment begins with the dinner on the arrival day and ends with the breakfast on the departure day.

The number of the pitch or housing unit will be assigned at the check-in. The proximity or contiguity of two or more units can't be guaranteed to groups travelling together. The management cannot guarantee the contiguity of the assigned pitches, especially in high season, to groups who share the camping equipment. **It is not allowed to change the assigned pitch without the authorization of the management.**

The RESERVATION will be confirmed only after the payment of a 30% deposit (except special cases like offers, discounts, packages and services offered by external suppliers etc.), for which the management reserves the right to ask for a higher percentage or the payment in full of the reserved stay. In any case, the amount due as a deposit will be indicated in all the documents that the guest will receive during the reservation process.

After the payment of the deposit, the requester will receive via mail the BOOKING CONFIRMATION, which must be exhibited at the check-in.

BOOKING CHANGES

It is possible to request changes to the reservation made up to 30 days before the expected date of arrival.

The structure reserves the right not to accept requests for changes of period or accommodation. In this case the original reservation will be considered cancelled and it will be necessary to make a new reservation. If accepted, changes that involve changing the dates of arrival/departure or type of accommodation, will be subject to normal rate changes, according to the list published on the website www.torrerinalda.it

The Guest cannot in any case transfer the reservation to a third party without prior authorization of Torre Rinalda Camping Village.

PAYMENT OF THE STAY

The payment of the balance of the stay in **Mobile Home, Tent Glamour Safari, Tent Rider, Pitch with Private Bathroom and Pitch Plus with Private Bathroom, must be made upon arrival, at the time of check-in.**

The payment of the balance of the stay in Pitch Small Tent, Pitch Standard and Pitch Plus, must be made within the day before departure, during the cash desk hours (09:00 - 21:00). For payments made on the day of departure, an extra charge of € 10.00 may be applied.

For stays in housing units, a **deposit of € 100.00** (€ 30.00 for the Rider Tent) will be requested upon arrival by pre-authorization on credit card in order to cover any damage caused by the guest to the housing unit, subject to the right of management to request greater compensation. The pre-authorization will be reversed after check-out, after a control of the housing unit by the staff.

WITHDRAWAL AND BOOKING CANCELLATION

Any cancellation of the booked stay (withdrawal) must be communicated, exclusively by the holder of the reservation, by e-mail or through the private area of the site, referring to the CONFIRMATION received.

In this case, for notices of withdrawal received **within 60 days before the start of the stay booked, only the requester will be refunded net of handling fees (€70,00).**

For notices of withdrawal received after this deadline, the following penalties will be charged:

- 50% of the deposit (15% of the total amount) for communications received from 59 to 40 days before the beginning of the booked stay;
- 100% of the deposit (30% of the total amount) for communications received from 39 to 15 days before the start of the booked stay;
- 50% of the total amount of the booked stay for communications received from 14 to 7 days before the beginning of the booked stay;
- 100% of the total amount of the booked stay for communications received from 6 to 0 days before the beginning of the booked stay;

In no case the amount of the penalty can be less than € 70.00.

HEALTHCARE SITUATION from "COVID-19"

No penalty will be charged in cases of withdrawal due to:

- **SARS-COV2 infection of members of the reservation holder's household, if adequately documented;**
- **traffic restrictions imposed by public authorities that do not allow the achievement of the Holiday Park.**

EARLY DEPARTURE, LATE ARRIVAL

The eventual departure before the expected check-out for stays in Mobile Homes, Glamour Safari Tents, Rider Tents, Pitches with Private Bathroom and Pitches Plus with Private Bathroom, will not entitle to any refund.

In case of early departure compared to the booked period for stays in Small Tent Pitches, Standard Pitches and Plus Pitches, the amount exceeding the amount corresponding to the stay enjoyed, net of the cost of opening the file of € 70.00, will be refunded.

In this case, any discounts and/or promotions granted at the time of booking will be cancelled.

In no case of early departure will be refunded the deposit paid at the time of booking, or part of it.

In any case of late arrival compared to the booked period, the full amount of the stay will be charged.

In case of no arrival within two days after the expected beginning of the stay booked (NO SHOW), Torre Rinalda Camping Village reserves the right to consider free the accommodation unit or pitch booked and to assign it to other guests.

FINAL NOTES

By paying the deposit, the guest fully accepts the contents of this document, as well as the INTERNAL RULES, published on the website www.torrerinalda.it.

For any risk arising from the booking and/or stay at the campsite, it is advisable to take out a travel insurance with an insurance company operating in the national territory.

Get in touch on our website www.torrerinalda.it