



GENERAL TERMS AND CONDITIONS REGARDING BOOKING

Please read this document carefully because it contains our respective rights and obligations. In these Terms and Conditions regarding Booking, the words 'you', 'is yours', 'your' refer to all of the names indicated in the booking (including any names added on or replaced later). 'We', 'Us', 'is ours' refer to Camping & Residence delle Gorette.

1. Your Booking

When you make a booking, you will be asked to pay an advance payment amounting to 30% of the total price of the stay, to be paid within 10 working days after receiving the offer and the sending of the form accepting the terms and conditions. Should you fail to pay the advance payment and fail to send the form accepting the terms and conditions, we reserve the right to cancel your booking. We will confirm your stay (subject to availability) by sending you a confirmation message by e-mail. Please check the booking confirmation carefully and contact us should this document, or any other, seem incomplete or incorrect because it might be impossible to change anything later. Please remember that, in order to complete the booking procedure, you must be of age, and children and adolescents must be accompanied by an adult. Booking is strictly personal and cannot be transferred to third parties. Once confirmed, the booking is binding, which means that should you arrive later or leave earlier you will be obliged to pay for the entire period of stay that you booked.

2. Your Contract

The contract becomes valid from the moment in which we send you the booking confirmation. The contract is under Italian law and the Parties agree that any dispute will be settled in an Italian court.

3. The price for your stay

We reserve the right to increase or lower our prices at any time. The price of your stay will be confirmed when you book it. From the moment that your booking is confirmed (barring any errors and omissions), the price of your stay will no longer be increased and/or changed. The confirmed price does not include local tourist taxes.

4. Changes made by you

Should you wish to make changes to your booking, you can do this by sending an e-mail to info@gorette.it, but although our aim is to assist you any way we can, we cannot guarantee that we will be able to meet your request for change. As soon as the conditions arise in which we can make the change to your booking, this operation will be treated as a cancellation and you will be required to make a new booking, which means that any applicable penalty for cancellation will be applied (see § 6 here under).

5. Cancellations made by you

Should you or any member of your group need to cancel your stay after the booking has been confirmed, the leader of the group must notify us immediately. Your notification of cancellation will become effective only if done via e-mail sent to disdette@gorette.it. As a result, you will receive a code identifying the cancellation operation referred to the date and time of your notification. We suggest you keep this cancellation code for your convenience. Should you cancel within 20 days prior to the start of your stay, the advance payment you paid will be returned to you via bank wire transfer minus secretarial fees amounting to € 25.00.

Should you make the cancellation later than the above mentioned term that is not liable to penalty, you will incur a cancellation penalty. Should you not cancel within the terms indicated at the time of

booking and should you fail to arrive at the hotel, you will incur a penalty.

6. Changes and cancellations made by us

We plan our offers and fees various months in advance. On occasion, we might have to change or correct errors in our Internet website and other details, both before and after confirming the bookings. We try to avoid such changes and cancellations as much as possible, but we reserve the right to make them when necessary. Most changes are of minor significance but, occasionally, we need to make more significant ones. In that case, we make sure you are informed as soon as possible. If there is availability and enough time prior to your arrival date, we will propose the following alternatives:

- (in the case of significant changes) accept the changed conditions
 - an alternative stay period, proposed by us, with standards and conditions similar or superior to those originally booked;
 - cancel or accept cancellation, in which case you will be refunded of any sum already paid.
- Please be advised that the alternatives indicated above are not applicable in the case of minor changes.

7. Causes of Force Majeure

With the exception of the cases expressly contemplated in these Terms and Conditions regarding Booking, we will not be held liable for any additional costs or expenses incurred by you (as described in detail in § 9 below) or in the event that your complete or partial use of our services be limited by the onset of causes of 'force majeure'. In this document relating to the Terms and Conditions regarding Booking, the term 'force majeure' relates to any event that is unforeseeable or cannot be avoided by us or by our service providers despite our best intentions. These events include wars and similar events, riots, civil wars, terrorist attacks, natural or nuclear catastrophes, fires, adverse weather conditions, strikes or any other event that is beyond our control.

8. Our liability to you

It is our intent to reassure you that all of the services envisaged in your reservation have been prepared with the utmost care. We will be held liable for any lack of service occurring during your stay that can be attributed to a default on our part or on the part of our staff members (when they are operating within their faculties and duties as employees). Should you wish to make a complaint, it will be your responsibility to demonstrate that we have actually failed to perform. We will not be held liable for your inability to enjoy your stay due to your failure to notify us about any important element to that regard when booking or not indicated in the contract. In detail, we will not be held liable for any additional service provided directly by Camping & Residence delle Gorette that is not indicated in the conditions of the offer and that has not been mutually agreed to by the Parties at the time of booking.

9. Problems and complaints

Should you have any reason for making a complaint, or should you wish to notify us about a problem you have encountered, please immediately notify the Management of Camping & Residence delle Gorette. Unless we are made aware of the problem we cannot try to solve it. Most problems can be solved quickly. Conversely, should you remain dissatisfied, please write to us directly or call us at (+39) 0586-622460, providing the confirmation code of your booking and a complete description of your complaint.

10. Conduct

When you are making a reservation, you are also fully accepting liability for any damage or loss you or a member of your group may cause. You will be asked to fully and immediately pay for any caused damage or loss directly to Camping & Residence delle Gorette. Should you fail to settle, you will be held liable in any legal action brought against you and you will then also be charged our legal fees and any expenses incurred by any third parties involved.