

Terms and Conditions Booking

1. General information

The terms and conditions indicated below must be fully accepted in order to forward the reservation to our facility.

The terms are considered accepted from the moment the customer ticks the checkbox, within the reservation form.

Failure to tick the box does not allow the reservation to be forwarded.

2. Object of the contract and parties

The booking of a room on the website www.relaiscasalecorvo.com implies the conclusion of a contract between the customer (guest) and the accommodation facility called Relais Casale Corvo di Alessio Corvo.

The contractual performance of the accommodation facility called “Relais Casale Corvo di Alessio Corvo” is to commit and make available to the guest the room chosen by him on the days indicated by the latter, as well as organize and provide related services, as better specified in paragraph 5.

The contractual performance of the customer (guest) is to make the payment of the amount indicated at the time of booking and in the manner provided therein and to respect the room and facility regulations.

Both generically defined performances will be better specified and enriched in the following paragraphs, therefore they are not to be understood in the sense of exhaustiveness.

3. Online booking procedure

To proceed with the reservation of a room, you must choose a check-in and check-out date, so that the system can check the availability and indicate the price.

Once the system has checked the availability and there are no errors, you can fill in the mandatory contact fields.

Specifically, the fields that must be filled in are the following:

Name

Surname

Email

Telephone

Total guests

You will also need to tick the box to acknowledge and accept the terms and conditions of the reservation, as well as choose a payment method from those proposed.

The reservation process is concluded after clicking the “BOOK” button, which refers, if applicable, to the payment screen.

In the latter case, i.e. in the circumstance in which an advance payment with a credit / debit / prepaid card or other equivalent has been chosen as the payment method, it will be necessary to enter the card details, and then successfully complete a second part of the booking process, which will take place on a previously proposed and chosen secure portal (for example, PayPal and Stripe).

The booking process, one-phase, in the case of non-advance payment (for example, payment in cash to the facility or by bank transfer) and two-phase, in the case of advance payment (for example, payment by credit / debit card), can be considered to have been successfully concluded, when the website displays the wording “BOOKING RECEIVED” and the system forwards a summary email to the email address that the customer indicated in the first phase.

Please note that due to system updates, some or more terms indicated in this paragraph may vary, therefore it is possible that the terminology or procedures may not always be completely identical.

In case of doubt, we recommend sending an email to the email address "info@relaiscasalecorvo.com", or contacting the property through the other official contact details indicated on the website.

4. Confirmation and acceptance

As indicated in paragraph "3", the booking confirmation occurs when the website displays the wording "BOOKING RECEIVED", with the immediate sending of a summary email to the email address indicated by the customer.

This confirmation constitutes a necessary but not exclusive condition for considering the contract with the facility concluded.

Specifically, the customer can consider the contract concluded with the tacit acceptance of the facility.

Therefore, in the event of failure by the facility to communicate any impediments or denials regarding the conclusion of the contract within 12 hours of booking (tacit acceptance), the latter can be considered definitively concluded.

The possible unavailability of the customer (even if for circumstances beyond his control) at his email or landline/mobile phone contacts, determines the failure to pass the term of 12 hours following the booking.

The distinction between confirmation and acceptance of the reservation is necessary because confirmation is managed by an automatic process of the system, unlike acceptance which requires a manual process of checking the availability of the room.

The customer's right to request, at any time after the reservation, the status of the latter through the official channels of the facility remains unaffected.

It is specified that the charge of the total reservation on the chosen payment method does not constitute acceptance of the reservation, but only confirmation, as the payment is nothing more than an automatic process of the system.

Any cancellation of the reservation by the facility within the following 12 hours gives the customer the right to receive the total paid for the reservation, renouncing any further claim for compensation or interest.

It should be noted that the confirmation of the reservation is binding for the facility, which can cancel the reservation received only in the event of technical errors at the time of forwarding the reservation or due to unavailability of the room (overbooking).

5. Non-refundable / refundable rate and services included

The rate applicable to the rooms offered on the website is non-refundable, therefore it will not be possible to request cancellation of the reservation, therefore obtain a refund of the amount paid, also in accordance with the provisions of art. 59, paragraph 1, letter n) of the Consumer Code, which states that the right of withdrawal does not apply to contracts having accommodation services as their object.

Relais Casale Corvo reserves the right to propose, at any time, promotional offers consisting of a coupon (alphanumeric code) to be inserted in the booking form, also having as its object the refundable rate on some or all rooms.

In this last circumstance, the promotion having as its object the refundable rate will be visible on the website on the "offers" page, or proposed by means of content (for example posts, stories) on the social channels of the structure, where the terms and conditions of the offer will be reported.

The property reserves the right to accept changes to the check-in and check-out dates of the reservation, which in any case cannot result in a reduction of more than two nights of stay and subject to room availability in the event of an increase in the number of nights.

Any changes to the reservation or in the event of a current offer, cancellation of a reservation, must be communicated to the email address info@relaiscasalecorvo.com or via the other official contact details indicated on the website.

The services included are listed on the reservation page of each room, however below are highlighted some services offered for all the rooms of the property:

Buffet breakfast

Use of swimming pool (subject to terms and conditions, see par. "8")

Air conditioning

Smart TV

Minibar (shared with other guests, located in the breakfast room)

6. Failure to show up or no show

The failure to present the customer (no show), whether in the case of a standard non-refundable rate or a refundable rate, does not generate any compensation obligation for the property.

7. Price and taxation

The price is indicated in the booking form and is calculated by the system depending on the days of stay, i.e. the number of nights, as well as the period.

To allow the system to generate the total and specific price, it will be necessary to choose the check-in and check-out date, as well as the fields on the number of guests.

VAT is not applied as the company uses the so-called flat-rate tax regime "Operation without application of VAT pursuant to art. 1, paragraph 58, Law no. 190/2014, flat-rate regime, without application of withholding tax as a down payment".

The tourist tax is not due as it has not been established in the municipality where the accommodation facility is located.

The facility issues a receipt for each booking for the payment made, however the customer has the right to expressly request the invoice.

8. Payment

The payment methods generally accepted by the website are the following:

PayPal

Stripe

Payment in cash at the facility

Due to system updates, malfunctions or choice of the facility, some of the payment methods listed may not be available, therefore the list should not be considered exhaustive and limited in number, as it is possible to find new payment methods or cancel others.

In the event that the cash payment method is chosen, to guarantee the reservation the facility will require credit card details or, in the event of unavailability of the same, a deposit to be paid by instant bank transfer to the bank details that will be provided by email or other suitable instrument.

Failure to provide valid credit card details or (if applicable) failure to send an instant bank transfer as a deposit, even if due to temporary or absolute involuntary unavailability, will result in the cancellation of the reservation, as well as any liability for damages for each day in which the chosen room was reserved.

The manual reservation acceptance process referred to in paragraph "2" also includes checking for any irregularities in the payment, which, if detected, will result in the cancellation of the reservation without prejudice to civil and criminal action, which may be taken against the customer or the perpetrator.

Payment irregularities include not only anything that results in the customer not being charged the total amount of the reservation, but also fraudulent payments or other generic illegal activities, attributable to both the customer and third parties (for example, some cases of payment irregularities include: providing data for an invalid card, data for a card that is not yours or that you are not authorized to use, data for a stolen card, hacking of the website resulting in simple failure to collect, etc.).

Payment in cash is subject to the regulations in force on anti-money laundering and limits on the use of cash. At the time of drafting the following terms and conditions, art. 1, paragraph 384 of Law 29 December 2022 no. 197 is applicable, which establishes the limit for cash payments at €5000.

Of course, in the event of a reform of the aforementioned law, the most recent one will apply.

9. Complaints

Any complaints regarding the services offered on the website or in the facility must be sent to the certified email address of the facility "relaiscasalecorvo@pec.it" within 30 days of discovering the defect or poor service, or by ordinary email to the address "info@relaiscasalecorvo.com".

10. Responsibility

Relais Casale Corvo cannot be held responsible for the failure or incomplete execution of the service object of the contract due to force majeure, unforeseeable circumstances and supervening impossibility pursuant to art. 1463 of the Civil Code.

Depending on the specific event that has occurred, the facility reserves the right to relocate, in whole or in part, the customers to a different room, even of an equivalent category, if available. The facility cannot also be held responsible in the event of interruption of one or more services (for example, the supply of electricity, drinking water, internet connection), when these depend on the failure to provide the service by the managers, or when, even if they depend on the facility, they occur due to an extraordinary and unforeseeable event.

Relais Casale Corvo cannot be held responsible in the event of proper / improper use of the swimming pool, therefore it declines all responsibility for any accidents or damage to people or things.

Given the degree of danger involved in using the swimming pool, maximum caution is required to avoid harm to oneself or others.

11. Stay in the room and in the structure

Pursuant to Article 109 of the TULPS, Relais Casale Corvo will request upon arrival at the facility of the customer(s) to view a valid identity document (for example, passport, electronic or paper identity card) in order to communicate the personal details of the guests to the competent police station for the territory.

Failure to cooperate between the customer and the staff of the facility regarding the viewing of the identity document will result in the denial of access to the booked room(s), as well as consequent failure to refund the total amount of the reservation.

The customer accepts and acknowledges that he/she will use the booked room(s) according to the diligence of a good father of the family and therefore in a reasonable manner, taking care to respect the internal regulations of each room, as well as the internal and external common areas. Particularly serious behavior such as that contrary to morality and public order will result in the request by the staff of the facility to abandon the room(s) and the facility, without any refund of the total amount of the reservation and without prejudice to civil and criminal actions.

Any damage caused to the room/rooms as well as theft of any object/material will entail the right of the facility to charge the relative amount on the credit card offered by the customer, or in the event of its absence, through another payment method.

The customer also agrees not to use their electronic tools to reproduce or represent goods subject to copyright or other similar rights, without the prior authorization of the owner of such rights.

To find out which goods are subject to copyright, and by analogy, similar rights, we recommend sending a certified email to the address "relaiscasalecorvo@pec.it".

12. Evacuation

Due to extraordinary or unforeseeable events, the facility may ask all or only some guests to temporarily abandon the booked room in order to avoid serious harm to health or in all other cases in which, even if life is not in danger, the event mentioned above requires it.

This last category also includes extraordinary maintenance to the systems or rooms.

Of course, evacuation represents an exceptional nature and therefore will last for all and only the time necessary to restore the status quo ante, or until the state of danger ends.

13. Pool

The use of the swimming pool, unless otherwise temporarily indicated, is free for all guests of the facility.

The use of the swimming pool is subject to compliance with the swimming pool regulations that can be found in the common areas of the facility, in the room and on the website.

Please refer to paragraph "8" for liability profiles.

14. Privacy

Please see the privacy policy on the website.

15. Court of jurisdiction

The arising of any dispute relating to the interpretation or execution of these terms and conditions, unless it falls within those for which the law expressly provides for the mandatory territorial jurisdiction, entails the jurisdiction of the ordinary Court of Larino.

16. Language

In the event of discrepancies, doubts of interpretation or conflicts between the different linguistic versions of these terms and conditions, the version drawn up in Italian shall prevail, prevailing over any other translation.

17. Changes to the general conditions

Relais Casale Corvo reserves the right to modify the above terms and conditions at any time without prior notice.

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