



## BOOKING CONDITIONS 2024

### 1. BOOKING

Booking requests can be made by e-mail to [info@alboschetto.it](mailto:info@alboschetto.it) or [booking@alboschetto.it](mailto:booking@alboschetto.it) or by online booking on our website [www.alboschetto.it](http://www.alboschetto.it).

The booking is nominative and must therefore be made directly by the customers who will be staying in the accommodation or pitch.

On receipt of the request, Camping Village Al Boschetto will reply with the possible availability and then with the offer together with the request for the payment of the deposit to confirm the booking. The booking is confirmed and considered binding only after the deposit has been sent by the client and the subsequent sending of the receipt of payment by the Camping Village.

If the customer does not receive the written receipt due to errors or non-delivery, please send an email to [info@alboschetto.it](mailto:info@alboschetto.it) requesting a new receipt.

A specific number of accommodation or pitch is not guaranteed. Any preferences communicated by customers will be considered but will not be binding.

It cannot be guaranteed that accommodations and pitches will be located in the shade under any circumstances.

The number of occupants may not exceed the number of beds in the accommodation or the number of 6 on the pitches.

We do not accept stays of less than 2 days.

### 2. AMOUNT OF THE STAY

The amount of the stay is the sum of the rate for the accommodation or pitch, plus the rate for persons based on the number of occupants, multiplied by the number of days of the stay, plus any extras. Rates vary according to the seasons in the price list.

The age group in the price list is determined at check-in by entering the date of birth. Birthdays during the stay do not allow for a rate change.

This amount includes the consumption of water, electricity and gas.

Tourist tax, if where applicable, is not included in the price.

### 3. PAYMENT

In order to confirm the booking a deposit is required which is equivalent to 25% of the total amount contained in the letter of offer. It must be paid within the time limits and in the manner contained in the same letter.

By paying the deposit the customer accepts these Booking Conditions, the Regulations, the Price List and the safety rules contained in the brochure "Safe Holiday".

If the deposit is not received by the Management of the Camping Village within the time and in the manner indicated, the booking request is considered to all intents and purposes cancelled. In case of renewed interest, a new request must be made.

The balance of the holiday must be paid directly at the Camping Village one day before departure at the cash desk (8a.m.-12p.m./4p.m.-7p.m.) and will include any changes and/or extras decided during or after check-in. Cheques are not accepted.

For each departure of individual members, their stay must be paid for (person rate, not accommodation or pitch rate). This means that in the event of the early departure of one or more members of the group, payment for their stay must be made - in this case - at the check-out time (8a.m.-12p.m./4p.m.-7p.m.). The minimum stay is always 2 days and you must leave before 12 noon.

This stay cannot be charged to the final bill.

In the event of late arrival or early departure, the customer is required to pay the rate for accommodation or pitch (no person rate) even for the days not used.

### 4. TERMS OF SERVICE

On arrival at the Camping Village, guests must show an identity document for each member, including minors, for registration in accordance with the law and each will be provided with an identification wristband to be worn throughout their stay.

All the information regarding the arrival and departure times, as well as the collection of keys, are contained in the Camping Village Regulations; we invite customers to read it. In the event of night-time arrival, which is only possible for accommodation, the Management must be informed in advance. Access is not allowed from 1:00 p.m. to 3:00 p.m. to unregistered persons, not even with a booking. On the day of arrival, the daily rate is charged in full regardless of the time of access to the Camping Village.

Delays are not permitted on the day of departure. Customers who have not left the Camping Village at check-out time will be subject to payment of the full rate (persons and accommodation or pitch) and immediate exit from the Camping Village.

In case of no-show, the booking will remain valid until 12:00 noon of the next day.

### 5. VARIATIONS

It is not possible to transfer the booking to another person without the authorization of the Management. Any changes in the components must be communicated by email to [info@alboschetto.it](mailto:info@alboschetto.it) and are subject to acceptance by the Management.

Requests for changes of the period or type of accommodation must be sent to [info@alboschetto.it](mailto:info@alboschetto.it) at least 21 days before the expected date of arrival and will be subject to the actual availability. It is not possible to request the replacement of the booked accommodation with a cheaper one (not even on arrival at the Camping Village), otherwise the rate for the booked accommodation will be charged.

Any change is to be considered effective only upon receipt of written confirmation from the Management. In any case, it is not possible to change to an accommodation or pitch of a lower category than the one booked.

### 6. TERMINATION AND CANCELLATION

Requests for cancellation of the booking must be sent in writing by email to [info@alboschetto.it](mailto:info@alboschetto.it) or by fax to +39 041 5301191 by the holder of the booking (or another person duly delegated). The deposit will be refunded only if the cancellation is received by the Management at least 30 days before the date of arrival. The costs for the return of the deposit are charged to the customer.

The Management will refund the deposit within 30 days from the date of receipt of the cancellation request.

No reimbursement is due to those who cancel within 30 days prior to the start of their stay or for non-arrival.

### 7. VALIDITY

These Booking Conditions are valid for the 2024 season. They replace and cancel the previous ones.

In the event of disputes, the official version is that in Italian, translations are for information purposes only.

Camping Village Al Boschetto reserves the right to update these Booking Conditions without prior notice.