



CONDITIONS OF SALE

1. Reservation

1.1 When you make a reservation on our website or on our online sales platforms, you accept the following general conditions of sale

1.2 You are pleased to provide precise information, regarding your personal dates, the days of your stay, and the number of pax

1.3 Your reservation will be confirmed only after having received confirmation from our side, including the payment details. If you don't receive it, please, contact us to the following number +393889550037 or to the following email address info@masseriavalentina.com

1.4 During the low season (from October to April) there's no minimum stay. It will be applied during the middle season (May, June and September) for two nights, and during the high season: in July, we have a minimum stay of 3 nights; in August, instead, it is for 6 nights.

2. Check-in policy

Rooms are available after 3PM.

In case of early check in, we can register your dates and do it, but we cannot guarantee the availability of the room.

In case you arrive after 8PM, please, contact us.

3. Check-out policy

For the check-out, you have to leave your room no later than 10:30 AM, except in case of late check-out, where it will be applied an additional cost of €50.

4. Rates and payment

Payment for the stay is made according to the terms and conditions specified at the time of booking, such as the total amount, any applicable service costs and cancellation conditions. Cancellation and change conditions may vary, according to the type of reservation and rates selected.

4.1.1. Standard rate

All the reservations must be guaranteed by a credit card, valid during your stay.

*A **deposit of 30%** of the total amount will be required at the time of booking.

*The last payment, **equal to 70%** of the total amount, will be taken 10 days before your arrival

*A **deposit of 500 €** will be blocked on the credit card the day of your arrival.

Changes: if you want to change the number of pax or the days of your stay, contact us directly. In this way, we will do our best to satisfy you, on the basis of our availability.

Cancellation: you can cancel your reservation before 3PM (local time) and 20 days before your arrival (from May to September) or 10 days before your arrival (from October to April). If it's not respected, the total amount of the stay will be taken.

4.1.2. Non-refundable rate

All the reservations must be guaranteed by a valid credit card on the initial date of stay. 100% of the amount will be taken at the time of booking.

A deposit of 500 € will be blocked the day of arrival.

Changes: No changes are possible for this rate

Cancellation: Any cancellation on your part will imply cancellation fees that will be entirely covered by the traveler, with no possibility of refund. Cancellation fees are equal to the total amount of the reservation.

However, we invite you to contact us, as we will offer you a voucher (valid for one year).

5. Responsibilities of travelers

5.1 Travelers are expected to respect the rules and policies of the facility during their stay

5.1.1 No pets allowed except small - medium dogs, max 15kg, guide dogs for blind people and pet therapy animals (certified) with an extra cost of 50€. Do not leave your pet alone in the room.

5.1.2 Guests are required to notify us in advance if they are bringing a pet. Failure to do so will result in a €150 fine. Please take into account the permitted size of pets. If your pet is too big, you may be subject to higher penalties or your stay may be refused for reasons of safety and comfort for all guests at the property.

5.1.3 Forbidden to smoke inside rooms, enclosed spaces, and on pool loungers; Please throw away cigarette filters inside the ashtrays

5.2 Travelers are responsible for the condition of the accommodation during their stay. Any damage or theft caused to the accommodation will be charged to the traveler.

5.3 Travelers are responsible for the safety of their personal belongings. The structure accepts no responsibility in case of loss, theft or damage.

5.3.1 Guests are responsible for their own safety when using the pool out of the summer season (October-April)

5.4 We have the option to add a Baby Bed or a extra bed for your child with an extra cost.

5.5 All extra activities are available by reservation, in case of cancellation requested within 48 hours in advance, you will have to pay 50% of the total cost, if the cancellation is made in the 24 hours before, you have to pay 80% of the total cost.

5.5.2 Extra activities are: Massages, Personal Trainer, Yoga/Pilates, Car Washing, Wine tasting and Cooking Class.

6. Responsibility of the facility

6.1 We are committed to providing quality service and making your stay enjoyable. However, we cannot be held responsible for disruptions or accidents beyond our control.

6.2 If you experience any problems or complaints during your stay, please inform us immediately, so that we can take appropriate measures to remedy the situation.

We advise you to read the terms and conditions carefully before making a reservation. If you have any questions, please feel free to contact us for clarification.