

GENERAL TERMS AND CONDITIONS

Check-in

HOTEL: from 2:00 pm to 8.00 pm. Late arrivals have to be arranged with the Reception. In this case please contact the phone number +39 0586 696010. We have no night reception service.

RESIDENCE: from 4.00 pm to 8.00 pm. Please contact the phone number +39 0586 696010 for late arrivals.

Check-out

HOTEL AND RESIDENCE: from 8.00 am to 10.00 am.

Penalties for Hotel and Residence Cancellation:

In Low Saison:

No penalty From the day of confirmation of reservation to 8 days before the date of arrival

40% penalty for cancellation at least 7 days before the arrival

50% penalty for cancellation between 6 and 2 days before the arrival

100% penalty for cancellation between 1 and 0 days before the arrival

100% penalty for NO SHOW

In Medium Saison:

No penalty From the day of confirmation of reservation to 15 days before the date of arrival

40% penalty for cancellation at least 14 days before the arrival

50% penalty for cancellation between 13 and 5 days before the arrival

100% penalty for cancellation between 4 and 0 days before the arrival

100% penalty for NO SHOW

In High Saison:

No penalty From the day of confirmation of reservation to 22 days before the date of arrival

40% penalty for cancellation at least 21 days before the arrival

50% penalty for cancellation between 20 and 7 days before the arrival

100% penalty for cancellation between 6 and 0 days before the arrival

100% penalty for NO SHOW

Please note: After 24 hours of arrival envisaged, (17.00 the following day) if we have not received written communications (e-mail, fax, or letter), housing will no longer be available to the reserving, as will be considered tacitly waived. The accommodation will be released with full disclosure to third parties without any refund and the deposit will be forfeited as a penalty.

We shall examine only waivers for family reasons, duly documented, as required by the Italian Civil Code.

Penalties for Spa cancellation:

No penalty for cancellation 1 day before the treatment/massage

50% penalty for cancellation ½ day before the treatment/massage

100% penalty for cancellation the day of the treatment/massage or for NO SHOW

Families with children younger than 12 are allowed in the Spa from 6.30 pm to 9.30 pm only.

Children and added bed:

Children up to 4 years old are free

Added bed euro 25,00 per night BB for both children (older than 4) and adults.

The baby cot is free of charge (1 per room/apartment on request if available)

Pets:

Small pets are allowed. Euro 10,00 per day surcharge.

Credit cards:

Visa, Euro/Mastercard, CartaSi are allowed. American Express is NOT allowed.

The hotel will check the validity of the credit card.

For Last Minute Reservations Credit card number and expiry date are requested by the hotel to guarantee the booking.

The deposit can be paid by credit card. The balance of the stay is to be paid at the hotel.

Privacy Notice:

According to the D.Lgs. nr. 196, dated 30.06.2003, this document is confidential. Any use or dissemination of this message is prohibited. If you have received this document by mistake please notify the sender and destroy immediately all physical and electronic copies.

Restaurant:

An on-premise, climate-controlled restaurant, The Osteria San Martino offers traditional Tuscan dishes. There is a daily buffet-style breakfast, and a table-service style lunch and dinner.

Italian Breakfast buffet: american coffee, milk, tea, croissants, baguettes, jelly, cornflakes, cookies, salami. Espresso, cappuccino and hot chocolate are extra and have to be paid to the restaurant.

Half- or Full board: 3 courses (entree, main or second dish, dessert or fruit). Drinks are not included.