

Booking and Stay Conditions

CA' ALMA DOLOMIA

Direct bookings allow us to build a personal, transparent relationship with our guests, without intermediaries.

To ensure clarity in the conditions of stay and to protect both parties, bookings at Ca' Alma Dolomia are governed by the following conditions.

01 Booking Request and Confirmation

A booking request submitted through the website does not constitute final confirmation of the stay.

A booking is considered confirmed only after:

- written confirmation from the property;
- payment of the deposit as specified in the indicated terms.

Until final confirmation, availability of the property is not guaranteed.

02 Payment Terms

For direct bookings, payments must be made by bank transfer.

The terms are as follows:

- Deposit: 30% of the total amount within 3 days of booking confirmation.
- Balance: within 30 days before the arrival date.

For bookings made within 30 days of arrival, full payment will be required within 3 days of confirmation.

The security deposit referred to in point 4 below must be paid prior to arrival, according to the terms specified by the property.

03 Cancellation Policy

In the event of cancellation by the guest, the following conditions apply:

- free cancellation up to 30 days before arrival;
- from 29 to 15 days before arrival: the deposit paid will not be refunded;
- for cancellations made within 14 days of arrival, or in the event of a no-show: no refund will be given.

If the property is rebooked for the same dates, the owner will consider the possibility of a full or partial refund of the amount already paid.

04 Security Deposit

A security deposit of €200 is required, to be paid by bank transfer prior to arrival.

The deposit will be returned within 7 days of the end of the stay, subject to verification of the condition of the property and the absence of damage, missing items, or discrepancies from its initial condition.

Any damage exceeding the amount of the deposit will be charged to the guest.

05 **Arrival and Departure**

Check-in is available from 3:00 PM.

Access to the property is via a self-service key box system. The necessary entry instructions will be provided before arrival.

Check-out must be completed by 10:00 AM on the day of departure.

The property must be left in tidy condition, with care taken for the furnishings, fittings, and common areas.

06 **Number of Guests**

The property can accommodate a maximum of 5 people.

Only the guests listed on the booking, and reported in accordance with legal requirements, are permitted to stay.

Any changes to the number of guests must be communicated to and approved by the property in advance.

07 **House Rules**

To ensure guest comfort and respect for the surrounding neighborhood:

- smoking is not permitted inside the property;
- parties, events, or activities that may cause disturbance are not allowed;
- neighbors' peace and quiet must be respected;
- pets are not allowed.

Guests agree to use the property, furnishings, and fittings with care and respect.

08 **Cleaning, Linens, and Included Services**

Final cleaning of the property and the provision of bed and bath linens are included in the stay, unless otherwise stated in the quote or booking confirmation.

Any additional services will be communicated to the guest in advance.

09 **Tourist Tax**

The tourist tax, where required by current regulations, is not included in the price of the stay and will be charged to guests according to the terms set by the Municipality of Strembo.

10 **Guest Responsibility**

The guest is responsible for the property, furnishings, and fittings for the duration of the stay.

Any damage, loss, or missing items will be reported by the property and may be charged in accordance with these conditions.

11 **Contact**

For any needs, information, or assistance during the stay, please contact the property using the details provided in the booking confirmation.