



GENERAL TERMS AND CONDITIONS

Please take time to read carefully the following terms and conditions that you may find useful when planning your holiday in our Hotel Touring.

Reservation

Should you wish to accept our quotation, please confirm your booking by email at info@touringcaorle.it.

The reservation must be guaranteed by a non-refundable deposit of € 300,00 per room. This can be paid by bank transfer or credit card (Visa, MasterCard).

Please note that for stays of 3 nights or less, the full payment is required at the time of booking.

Our bank details:

Mazzarotto Giorgio – Hotel Touring

Banca Intesa San Paolo – Caorle

IBAN: IT 73 R 03069 36020 0740 0002 1460 – BIC: BC IT IT MM

Amendment/cancellation

The reservation will be considered provisional until a deposit has been received. We reserve the right to relet the accommodation if a deposit has not been received within the agreed period. Any change or cancellation request must be made in writing to info@touringcaorle.it

Our cancellation policy is the following:

- **For cancellations made at least 15 days before the arrival date:** the deposit can be used within the next season
- **For cancellations made 14 days or less before the arrival date or in case of no-show:** the entire amount of the deposit is charged as cancellation fee
- **In case of delayed arrival** due to any circumstances, the whole amount - as per reservation – will be charged
- **In case of early departure** a fee equivalent to the cost of max 3-night stay with bed and breakfast - starting from the real departure day - will be charged.

COVID-19 Adjustment to our Cancellation Policy

Due to the current difficult situation related to Covid-19, we have decided to temporarily adjust our cancellation policy: you have the opportunity to cancel the reservation without penalty if your reservation is affected by Coronavirus-related events such as:

- Border closures, travel limitations on entry into Italy in place during your stay
- Mandatory quarantine enforced by your country's government after returning home from holiday
- Positive diagnosis for COVID-19 before travelling (proof required)

You will receive a credit voucher for the amount of your deposit, to spend for a new reservation not later than summer 2022.

However, our normal cancellation conditions apply:

- If you cannot or do not want to start the travel because you are worried about an infection
- If you cannot or do not want to start the travel because you are classified as a risk patient

During your stay

Hotel rooms and parking spots are **available from 2pm** and we kindly ask that all guests **depart by no later than 10am**. On the day of departure our guests can use the hotel facilities until 10am (beach service, pool and parking).

Pets are not allowed.

Whilst the hotel will attempt to accommodate requests wherever possible, the hotel does not guarantee special requests such as specific room numbers, floor allocations or views. Our staff will take note of your wish and will do their best to fulfil it.

Regarding food allergies or intolerances

Should you have any food allergies or intolerances, please give us advice at the time of booking and we will do our utmost to accommodate these. Our restaurant staff can provide assistance on any questions you may have. Furthermore, please note that whilst precautions will be taken during food preparation to prevent cross contamination, however, we cannot guarantee that there will be no traces of the allergen in the meals provided as the meals are not prepared in an allergen free environment. For that reason, our gluten free menu features exclusively pre-packed foods.

Our buffet offers vegetarian options daily.

Paying for your room

Room prices are inclusive of VAT. The local tourist tax is not included in the room rate and must be paid upon departure.

Children from 12 years of age are considered as adults. You are kindly asked to tag them as adults while making your reservation.

For organizational reasons, we kindly ask you to settle up the bill during your stay or on the evening before the departure.

Smoking policy

Smoking is prohibited in all guest rooms and inside the hotel. Guests may smoke at the bar terrace and on their own balconies.

The Hotel reserves the right to charge a specialist cleaning fee in the event we suspect smoking has taken place in your room during your stay.

Alternative accommodation

If an extraordinary and unforeseeable event occurs, or in the event of force majeure, the Hotel reserves the right to relocate the Client to a nearby hotel of equivalent category. Any additional cost will be payable by Hotel Touring.

If an allocated room is no longer available, for whatever reason (e.g if the room has become unusable, if an existing guest extends his stay) Hotel Touring may provide the guests an alternative room of equivalent or higher category.

Applicable law and competent jurisdiction

Any dispute that may arise from an agreement to which these terms and conditions apply, either wholly or partially, will be settled by the Court referred to where the Hotel is located. The guest expressly renounces to the competence of any other judicial authority.