



GENERAL TERMS AND CONDITIONS

Reservation

A non-refundable deposit of **€ 300,00 per room** is required at the time of booking.
For stays of 3 nights or less, full payment of the reservation is required.

We provide two methods of payment:

- Credit card: we accept VISA and MasterCard payments. Upon request, we will send you a secure link via mail through the NEXI PAY platform.
- Bank transfer to the following details:

Account Holder: Hotel Touring di Mazzarotto Giorgio

Banca Intesa San Paolo - Caorle

IBAN: IT91 W030 6936 2430 7400 0124 030

Swift Code: BCITITMM

Cancellation terms

Our cancellation terms are as follows:

- For cancellations made up to 15 days prior to the arrival date, the full amount of the deposit can be used for a future stay within the next season.
- For cancellations made from 14 days prior to the arrival date or in case of a no-show, the deposit paid will be entirely retained as a cancellation fee.

In case of late arrival or early departure, the full amount for the whole booked stay will be charged.

Should you wish to cancel your holiday, we require notification to info@touringcaorle.it prior to your arrival date.

Non-Refundable Rate

Payment is fully taken at the time of booking. Free cancellations or changes to booking details such as travel period, number of people, room category are not permitted. In the event of modification, cancellation, no-show, or unused days (early departure), 100% of the total amount will be charged.

Rates

The room prices take account of the VAT applicable on the day of the reservation and any change of the applicable VAT rate will be automatically reflected in the price indicated on the billing date. The local tourist tax is not included in the room rate and must be paid directly on location at the check-out. Children aged 12 and over are considered adults. Please select them as adults when booking online on our website.

Remaining balance

The remaining balance is payable the evening before departure or at check-out (by debit card, by credit card VISA/MASTERCARD, or by cash up to a maximum of € 4,999.99). If you wish to settle the bill by bank transfer, please make the payment at least 4 days prior to arrival and send us the payment receipt via email.

If you need an invoice for your company, provide all required details when you check in.

During your stay

Our standard check-in time is 2pm. Check-out is by 10am on your departure date. On the day of departure, guests are welcome to enjoy the hotel's facilities until 10am including the beach service, pool, and parking.

Special requests

Whilst the hotel will attempt to accommodate requests wherever possible, the hotel does not guarantee specific room numbers, floor allocations or view.

Half board

Half board starts with dinner on the day of arrival and ends with breakfast on the day of departure. No refund will be issued for meals not consumed.

The the buffet dinner (drinks excluded) is served at the Panfilo restaurant, located 50 meters from the hotel

Regarding food allergies or intolerances

Should you have any food allergies or intolerances, please give us advice at the time of booking and again upon arrival. We will do our utmost to accommodate these. For breakfast, we mainly offer only pre-packed gluten-free products.

PLEASE NOTE: all our dishes are prepared in our one main kitchen, where a variety of ingredients are used (including nuts, eggs, dairy and gluten) and where allergen-based meals are prepared in the same room as allergen-free meals. Although we follow the strictest hygiene practices to minimize the risk of cross-contamination, we cannot guarantee any dish to be totally free from allergens, including gluten, shellfish and tree nuts.

Pet policy

Pets are not allowed in the hotel.

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 Touring reserves the right to relocate the reservation 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

These terms and conditions, their subject matter and formation (and any non-contractual disputes or claims) are governed by, and construed in accordance with Italian law. Subject to the provisions below and unless mandatory provisions dictate otherwise (as in the case of consumer disputes), 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 of Pordenone.