



## TERMS/INFORMATIONS

- For the **final confirmation** of your reservation please send us your credit card (Visa, Mastercard) details.

Will be made only a pre-charge

There will be no charge on your credit card, you will pay the full amount of the reservation directly in the structure. In case of cancellation on the part of the guest after the term of 14 days from your arrival will be charged the full amount.

It is possible to confirm the reservation by bank transfer, which corresponds to 30% of the total reservation. The stay must be paid within fourteen days of arrival.

- Check in please from 4.00 p.m. to 11.00 p.m.
- The departure (rooms and apartments) by time 10:30
- In the apartments are strangers persons forbidden
- City Tax € 1,- per person/night
- Will be asked a caution of €100 each apartment
- The daily cleaning is done by the client. We kindly ask to leave the apartment clean.
- In case of late arrival or earlier departure, according to reservation the whole amount will be charged.
- If canceled up to 14 days before date of arrival, no fee will be charged.
- Dogs will be accepted only if requested directly to the hotel by e-mail: [info@residencecastelli.it](mailto:info@residencecastelli.it) or by telephone: +39 045 7430174. Otherwise the reservation will not be accepted. Dogs can access only in some of our apartments. Only one dog per apartment will be accepted for € 15, - per day.