

## **Terms and conditions Palazzo Margherita for Easter package Basilicata April 20 to April 24, 2019**

### **DEPOSITS**

We require a 30% deposit of the total (including transfers, tours, activities) to confirm reservation.

Deposits are fully refundable if cancellations are made more than 30 days in advance of arrival.

### **FINAL PAYMENTS**

Final payments is required 30 days in advance of the client's arrival. The final payment includes the balance of the room rate and all additional charges for transportation, tours, activities or packages added to the reservation.

They CANNOT include the city tax, which cannot be pre-paid.

Future bookings will not be confirmed until outstanding balances are settled.

### **CANCELLATION POLICY**

All payments will be refunded in full, if we receive notice in writing 30 days or more prior to guest arrival. No deposit refunds will be issued for cancellations made less than 30 days prior to arrival.

If cancellation takes place 14 days or less prior to the arrival 100% of the stay will be charged.

In case of No-show, anticipated departure or any changes to the reservation before the departure, a full charge for the entire stay will be incurred.

No refunds will be given for unused pre-paid services such as room nights, tours, transfers, domestic air or meals.

We encourage guests to take out travel and medical insurance to cover against cancellation or dates changes due to unforeseen events, circumstances or changes within the stipulated cancellation period.

### **CHANGE POLICY**

We allow guests to make one date change to their stay once deposits are paid (subject to availability).

Change requests must be made more than 30 days before arrival