



**Please note that the English version is for informational purposes only and legal value has only the german version: <https://www.prokulus.it/de/service/agb/>**

**General terms and conditions which apply for accomodation contracts (point 1, 2, 3, 4, 5), gift cards/ voucher (point 6), wellness- SPA treatments (point 7) and payment conditions (point 8), between the Family- and Wellnesshotel Prokulus (Hotel Prokulus Srl) and guests/ purchaser.**

### **1. Cancellation policy, as per art. 1382 ZGB (italian law)**

*The right of withdrawal as laid down in the Consumers' Code is not contemplated – however, we are willing to apply the following conditions for withdrawal*

- At least 42 days prior the arrival date the reservation can be cancelled by the guest or purchaser without cancellation charge. The withdrawal has to be made in written form.
- If the guest or purchaser cancels between 42 days prior the arrival date and the arrival date itself, a cancellation charge of 100% applies.
- The cancellation has to be in written form and has to be in the hands of the hotel within the specified time frame prior the agreed arrival date of the guest/guests.
- If the guests do not arrive (no show), the guest/purchaser are obliged to pay a 100% cancellation fee of the agreed total price.
- The agreed price is for: accomodation, board and other services.
- If not all booked beds will be occupied / cancelled, the percentage will be applied only on the agreed price for the non-occupied / cancelled beds.

### **1. Regulation for the advanced (earlier than agreed) departure / delayed arrival (later than agreed) of the guest**

If the guest departs earlier / arrives later than agreed, the guest/ purchaser is obliged to pay for the days stayed / days not stayed and to pay 100% of the total agreed price for the agreed but not consumed services/ accomodation.

### **2. Group travel**

We define group travelers as guests who are travelling together and are identified by the travel agent and by the hotel als one unit.

A group is a travelling community made up of at least 10 persons. The travel agent has to give the number of participants to the hotel at least 42 days prior the agreed arrival date in written form. If the stay for single members of the group or the stay of the whole group is cancelled less than 42 days prior the arrival date, a cancellation charge of 100% of the agreed price will be applied.

#### **4. Check-in and check-out**

Your room will be available at the arrival date from 14.00 onwards. At the departure date we kindly ask you to leave the room by 11.00.

#### **5. Discount for room with breakfast only**

We grant you a discount of 11,00 € per person if you wish to book only room and breakfast (afternoon snacks and dinner NOT included) or do not wish to dine with us.

#### **6. Voucher/gift card**

Voucher/ gift cards, which have a Euro face value have an infinite validity.

Voucher/ gift cards which are for beauty/SPA treatments are valid for the season when they were bought. The value of older voucher/gift cards is the value of the treatment at the time of purchase of the voucher/gift card. This means that hereby the voucher/gift card gets the equivalent Euro amount as face value and can be used like cash for the specified beauty/SPA treatment and an eventual price difference has to be paid separately.

#### **7. Cancellations of wellness- /SPA treatments**

- The appointment for wellness- /SPA treatments can be cancelled free of charge in written for at least 24 hours prior the appointment.

If a wellness- /SPA treatment is cancelled in the frame within 24 hours prior the appointment, the following cancellation charges apply:

Cancellation up to 1 hour prior the appointment: 75% of the treatment price

Cancellation 1 hour or less prior the appointment: 100% of the treatment price

#### **8. Payment**

You can pay your stay by credit card (VISA, Mastercard) or in cash at the end of your stay. Voucher/ gift cards can be paid by credit card (VISA, Mastercard) or bank transfer.

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