

## GENERAL CONDITIONS OF SALE

These general terms and conditions of sale apply to sales transactions concluded by Villaggio Camping Torre del Porticciolo, hereinafter referred to as 'Villaggio Camping', with its customers.

### 1. CONTRACT AND BOOKING

These booking conditions are an integral part of the travel contract, as well as those indicated in the brochure and/or on the website [www.torredelporticciolo.it](http://www.torredelporticciolo.it), as well as in any offers and written communications between Villaggio Camping and the user.

Any customer of Villaggio Camping acknowledges that he/she has the capacity to contract, i.e. that he/she is of legal age and is not under guardianship or curatorship, and that he/she has the capacity to commit the campsite he/she represents, if applicable.

With the confirmation of the booking and/or the payment of the deposit/balance, the contract for the booking of tourist services is considered concluded, and as such is binding. Acceptance of the booking by Villaggio Camping is subject to the payment of the deposit and/or balance of the amount due for the stay, within the indicated terms.

Any comments received from customers regarding their preferences for the location of their stay are treated as such, and do not have a contractual or absolute guarantee character, as the allocation takes place on site at the sole discretion of the accommodation facility.

### 2. PRICE

The price of the service requested is determined in the contract, with reference to what is indicated on the online sales system and/or through direct correspondence with the operators of the booking office. Prices are expressed in Euros and include VAT.

### 3. PAYMENT METHODS AND DEADLINES FOR MODIFYING/CANCELLING A STAY

The customer who wishes to make/confirm a reservation for a stay, must proceed to the payment of the deposit/balance within the established terms, according to the procedures specified below:

1. Rates with 30% deposit: payment of the deposit (30%) during the booking confirmation. Balance Payment of the stay and all the extras is due upon arrival.
2. Rate insured with Europe Assistance policy: prepayment of the total amount of the stay at the time of booking confirmation.
3. Promotional camping rates: payment of the deposit (50%) during the booking confirmation and subsequent payment of the balance (50%) on the day of departure.

Payments can be made by credit card Visa Mastercard– Wire transfer (by virtual POS on our website, e-commerce applications).

With the confirmation of the booking and the payment of the deposit/balance, the contract for the booking of services/tourist packages is considered concluded, and as such is binding.

Below are the modification/deletion policies for each type of tariff:

1. Rates with 30% deposit: in case of modification you have up to 14 days before arrival to do so, subject to availability, and the new stay must be equal to or greater than the one booked. In case of cancellation you have until 14 days before arrival to do so (the deposit paid will be considered a credit for a stay of equal or higher amount to be made within 2023, between 15 May and 15 October). For cancellations after 14 days/no show 100% penalty.
2. Rate insured with Europe Assistance policy: in case of modification/cancellation/no show the total prepayment of the stay is not refundable with a direct request to our offices; it is possible to activate the refund request within the terms provided by the insurance policy.
3. Promotional camping rates: in the event of modification/cancellation before the balance of the stay, the penalty is 50%. In the event of modification/cancellation after the balance/no show, the penalty is 100%.

For all tariff plans, in the event of early departure, there is no refund.

**PAY ATTENTION:** failure to comply with the terms of payment referred to above, constitutes an express termination clause such as to determine, by S.r.l.,Porticciolo the legal termination of the contract, without prejudice to compensation for further damages suffered by the organization. Any failure to comply with the terms of payment, determines the loss of the economic conditions and ancillary facilities provided for it. If the accommodation facility detects a difference in tariff as a result of incorrect communication during the booking process, the difference of the booking shall be paid directly to the accommodation facility on arrival.

### 4. SEA TRANSPORT SERVICE

For customers wishing to purchase the maritime transport service in combination with their stay in the Camping Village, the sea agency requires the immediate payment of the ship ticket during the booking confirmation. Payment can only be made by bank transfer. The fares offered in the quotation phase can't be blocked and can be changed until the ticket is finally issued, based on the discretionary choices of the maritime carriers. Conditions for modification/cancellation or refund of ship travel bookings (including change of passenger name, destination and date of travel) are defined by the respective shipping companies. As an intermediary, we have no influence on the change/cancellation terms.

## 5. PROVISION OF THE SERVICE/TOURIST PACKAGE

On arrival, the customer must go to the reception of the accommodation facility with their booking confirmation. All accommodation units, pitches, rooms and flats, will be available only to the persons indicated on the travel documents. The management has the right not to hand over the accommodation unit to any person who fails to comply with this rule. The time of arrival and departure, as well as the availability of the accommodation unit and/or pitch and/or room and/or flat booked, are defined in the village regulations. If the customer does not arrive at the booked accommodation facility by 12:00 noon on the next day stated in the booking, without giving any notice, the management reserves the right to cancel the booking and make it available to third parties. If the customer does not vacate the unit and/or pitch and/or room and/or flat within the permitted time, the accommodation facility may charge the customer the daily rate, in accordance with the current tariff.

For services related to accommodation, please refer to the conditions and descriptions provided on our website [www.torredelporticciolo.it](http://www.torredelporticciolo.it), catalogue and booking system.

## 6. CHANGE OF BOOKING

Changes in terms of personal details, number of participants, or ancillary services with respect to what is stated in the contract at the time of booking confirmation are accepted if and only if communicated to the booking centre no later than 14 days before the date of arrival. Requests for change of date or accommodation are also allowed if communicated within 14 days of the expected arrival date. All requests will be met, subject to availability, with a consequent monetary revaluation upwards of the original booking and of the services offered in the event of an increase in the number of guests or an extension of the stay.

There are no refunds or coupons for stays or amounts reduced compared to those contained in the original booking confirmation.

Any changes to the above must be communicated in writing to the following email address: [info@torredelporticciolo.it](mailto:info@torredelporticciolo.it).

## 7. VARIATION AND WITHDRAWAL BY SRL PORTICCIOLO

If the customer does not pay and/or the payment made is not credited within the term indicated in the booking, S.r.l., Porticciolo has the right to cancel the booking and withdraw from the contract without any extension and without paying the customer any reimbursement for presumed damages and/or penalties. In addition, the Camping Village has the right to withdraw from the contract for justified reasons (including the hypothesis that the service has become excessively onerous and/or the occurrence of extraordinary and/or unforeseeable events), due to force majeure and/or fortuitous events. The customer shall be notified of this in writing in good time.

A valid reason for withdrawal by the SRL Porticciolo is the non-compliance, by the guest and his family, with the Italian legislation on health regulations and control for the containment of the SARS-Cov-2 virus. The accommodation facility reserves the right/duty to request the production of any document required by law, suitable for access to places open to the public.

## 8. ALLIANZ ASSICURAZIONI BOOKING PROTECTION INSURANCE POLICY

If you want to spend a "zero-risk holiday with maximum security", we recommend that you purchase the "Booking Protection" insurance policy from Allianz Assicurazioni at a super convenient price, which protects your holiday in the event of cancellation of the booking, interruption of the stay or delayed arrival at our facility. It's quick and easy, just a few clicks. It can be activated within 24 hours of confirming your booking.

Once you have completed your booking, you will find in your confirmation email the link to safely purchase this optional service online.

## 9. CUSTOMER SERVICE

For general information and/or requests for quotations, please contact us at the following numbers:

Tel: +39 079 919007 / +39 079 919010 - Fax (+39) 079919212

[info@torredelporticciolo.it](mailto:info@torredelporticciolo.it)

Cancellations or changes to bookings can only be received by email ([booking@torredelporticciolo.it](mailto:booking@torredelporticciolo.it)) or by fax at (+39) 079 919212. We do not accept cancellations by phone.

## 10. RELEVANT LAWS AND COMPETENT COURT

The sale of products and services by electronic means is governed by article 18 of dec. leg. 114/98 and subsequent amendments, as well as by law no. 27 of 24/04/2020 tourism code. The sales contract stipulated between the Client and S.r.l., Porticciolo shall be governed by and interpreted in accordance with Italian law. For anything not expressly provided for in these conditions, the regulations of the Italian Civil Code and of the laws/consuetudes on the subject are referred to.

In case of disputes or controversies concerning the stipulated contract of stay and/or interpretation of the single clauses of the present booking conditions, reference will be made only to the text written in Italian. In the event of disputes arising between the parties, the Court of the Court of Sassari (Italy) is competent to hear the case.

#### 11. GENERAL CLAUSES

By confirming the quote, the client accepts the booking conditions on the site, the accommodation rates in force at the time of the booking, and undertakes to scrupulously respect the regulations of the chosen accommodation facility. Porticciolo S.r.l., has the right to terminate the booking contract if the subscriber, his family or his guests, do not comply with the regulations in force.

The photos are representative of the category of accommodation chosen, which may then be different from that represented in the photo, while presenting the standard features and services offered on the site, catalogue, email correspondence, online booking system.

#### 12. AUTHORISATION FOR VIDEO AND PHOTOGRAPHIC RECORDINGS

The signing of the contract of sale implies the authorization by the customer to video and photographic recordings that could be made in the places of stay by S.r.l., Porticciolo and/or third parties authorized by the same for advertising purposes only, including the disclosure on-line, in full compliance with the current legislation on privacy referred to in Legislative Decree 30 June 2003 n. 196 and with the full recognition of the rights and faculties contained therein.

The granting of authorisation by the customer is a release for S.r.l., Porticciolo and/or third parties authorised by it to use the video and photographic footage for the purposes and by the means indicated in paragraph 1, unless otherwise expressed by the customer at the time of filming.