

GENERAL TERMS AND CONDITIONS OF SALE

These general conditions of sale apply to the transactions of sale between by the Torre del Porticciolo Camping Village, hereinafter referred to as "Camping Village", and its customers.

1. CONTRACT AND RESERVATION

These terms constitute an integral part of the travel contract, in addition to the booking conditions referred to in the online booking phase, what is indicated in the brochure and/or website www.torredelporticciolo.it, as well as on any offers and written communications, between Camping Village and the user.

Any customer of the Camping Village acknowledges that they are qualified to enter into a contract, that is, that they are of legal majority and that they are not under guardianship or care and are capable of committing to the framework it represents.

With the confirmation of the booking and/or the payment of the deposit/balance, the booking contract for tourist services is considered complete, and as such it is binding. Acceptance of the booking by Camping Village is subject to the deposit payment and/or balance of the amount of the stay, within the established terms.

Any indications received from customers regarding location preferences for the stay are treated as such, they are not contractual and do not represent an absolute guarantee, as the assignment takes place on site at the sole discretion of the accommodation facility.

2. PRICES

The price of the advertised tourism services is expressed in Euros. The price of the requested service is determined in the contract, with reference to what is indicated in the paper or digital catalog. The prices are expressed in Euros and are inclusive of VAT.

3. TERMS OF PAYMENT AND TERMS FOR MODIFYING - CANCELING

A customer who wishes to make/confirm the booking of a stay must proceed with the payment of the deposit/balance within the terms established in the margins, according to the methods specified below:

Deposit by credit card (30%).

The balance payment for the stay and anything extra is made upon arrival (by credit card or cash), as established by the contract's civil code, art. 1322, and art. 1342.)

Payments can be made by bank transfer within 24 hours of our confirmation, credit card (via virtual POS on our website, e-commerce applications).

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

In case of modification/cancellation of the reservation within 30 days before arrival, you can apply the deposit paid for a stay of equal or greater amount to be made by 2022, between May 1st and October 15th. After this deadline, a 100% penalty will apply, as well as in the case of early departure or a no-show at the structure.

Cancellations or changes to the reservation are accepted solely by e-mail (info@torredelporticciolo.it) or by fax at (+39) 079 919212. We do not accept cancellations by telephone. Early departures will incur the charge of the entire stay.

ATTENTION: failure to observe the above payment terms shall constitute a rescinding clause to determine, by Porticciolo srl, 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 the payment will result in the loss of the financial terms and all the related benefits. If the accommodation facility detects a difference in rate resulting from an incorrect communication during the booking phase, the payment of the balance of the reservation must be paid directly to the accommodation facility upon arrival.

4. DELIVERY OF THE SERVICE/TOURIST PACKAGE

Upon arrival, the customer must present themselves at the reception area of the accommodation with their booking confirmation. All housing units, pitches, rooms and apartments will be available only to the persons indicated on the travel documents. It is at the discretion of the management of the accommodation facility not to deliver the housing unit to those who do not comply with this rule. The arrival and departure times, as well as the availability of the accommodation unit and/or pitch and/or room and/or apartment booked, are defined in the accommodation facility regulations. Should the customer not arrive at the Camping Village before 12.00 a.m. of the day following the expected arrival date, without giving any notice, the management reserves the right to cancel the reservation and offer the vacant accommodation to others.

If the customer does not leave the unit and/or pitch and/or room and/or apartment free within the allowed time, the accommodation facility may charge the customer the daily rate, in accordance with the rate in force.

For services related to accommodation, please refer to the conditions and descriptions provided on our website www.torredelporticciolo.it, catalog and booking system.

5. CHANGES TO THE RESERVATION

Changes regarding personal data, number of participants or services other than those specified in the contract at the time of the booking confirmation are not allowed, unless they are communicated to the booking center within 10 days prior to arrival. Requests for change of date or accommodation are also allowed, if communicated within 30 days from the expected arrival date. Any request will be satisfied, in the presence of availability, with consequent monetary revaluation upwards of the original booking and of the services offered in the event of an increase in the number of guests, extension of the stay.

There are no refunds or credits for stays nor any reduced amounts that are not contained in the original booking confirmation.

6. CHANGE AND WITHDRAWAL BY PORTICCIOLO SRL

Non-observance of the terms of payment, or if the amount is not credited within the payment deadline shown in the reservation, Porticciolo SRL has the right to cancel the reservation and withdraw from the contract, without any delay and without any compensation for possible damages or penalties. Furthermore, Camping Village reserves the right to withdraw from the contract for justified reasons (including the potentiality in which the service has become excessively onerous and/or due to the occurrence of extraordinary and/or unforeseeable events), due to force majeure and/or accident. In this case, written notice will be provided to the customer in adequate advance.

7. BOOKING PROTECTION INSURANCE POLICY OF ALLIANZ ASSICURAZIONI

If you want to spend a "holiday at zero risk and with maximum security", we recommend that you purchase the "Booking Protection" insurance policy by Allianz Assicurazioni at a super convenient price, which protects your holiday in the event of booking cancellation, interruption of stay or delay of 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 the booking is complete, in your confirmation email you will find the link to purchase this optional service online and in complete confidence.

8. LEGAL MATTERS and JURISDICTION

The purchase and sale of products and services by electronic means is governed by article 18 of legislative decree 114/98 and subsequent amendments, as well as by law no. 27 of the 04/24/2020 tourism code. The sales contract stipulated between the Customer and Porticciolo Srl will be governed and interpreted in accordance with Italian law. For everything not expressly provided by the present conditions, we refer to the Civil Code rules and to law/customs of this matter.

In the event of disputes or disagreements concerning the contract of stay stipulated and/or interpretations of the individual clauses of these booking conditions, reference will be made only to the text written in Italian. In the event of disputes between the parties, the Court of Sassari (Italy) will have jurisdiction.

9. GENERAL TERMS

With the confirmation of the quote, the customer accepts the booking conditions in the margins, the accommodation rates in force at the time of booking, and agrees to abide by and respect the regulations of the chosen accommodation facility. Porticciolo srl will be entitled to terminate the booking contract if the signer, their family or their guests, does not follow the rules.

The photos are representative of the chosen accommodation category, which may appear slightly different from the one shown in the photo, while still presenting the standard features and services offered on the site, catalog, email correspondence, online booking system.

10. AUTHORIZATION FOR VIDEO FILMING AND PHOTOGRAPHY

The signing of the sales contract implies the authorization by the customer to the video and photographic recordings that could be made in the accommodation location by Porticciolo Srl and/or by third parties authorized by the same, exclusively for advertising purposes, including online disclosure, in full compliance with the current legislation on privacy referred to in Legislative Decree 30 June 2003 n. 196 and with full recognition of the rights and faculties contained therein.

The granting of the authorization by the customer is a release for Porticciolo Srl and/or for third parties authorized by it to use the video and photographic recordings for the purposes and methods indicated in paragraph 1, unless otherwise stated by the client at the time of filming.