

INFORMATIONS FOR YOUR BOOKING

winter/summer 2021

- **Arrival/Departure:** You may arrive at any time between 4 p.m. and 8 p.m. on your scheduled arrival day. You are kindly requested to check out between 6 am and 10am on your departure day. **UPDATE CORONAVIRUS:** Due special hygiene measures, check-in is possible from 4 p.m. Thank you for your understanding!
- **Reservation:** We kindly request that you pay a deposit to secure your booking – you will receive the payment details with your booking confirmation. Unfortunately, we are unable to guarantee a specific apartment for you. We reserve the right to change your booking and allocate you an apartment that is similar in area (or at least the same size and with the same number of bedrooms) or to upgrade you to a better (i.e.: larger) apartment.
- **Cancellation Conditions:** If you have to cancel your stay up to 90 days before your scheduled arrival, you incur no cancellation fee (the deposit cannot be refunded). After this deadline, we reserve the right to charge a fee of up to 100% of the total price of your stay, depending on the length of your booking. The same applies if you arrive late or choose to leave us early.
- **Deposit:** In the unfortunate event that you have to cancel your stay, your deposit cannot be refunded.
- **Pets:** Pets are not welcome on site. Apologies for any inconvenience.
- **Payment:** You can pay your bill in cash (under Italian law, the highest cash amount we can accept is € 1,999.99, from 01/01/2022 on Euro 999,99), by debit card or by credit card (except Diners and AMEX).
- **Invoice:** If you need a invoice (instead of fiscal receipt) with a international EU vat-number, please let us know before your arrival.
- **We are a non-smoking establishment** – please smoke outside.
- Please note that the apartments and residence are accessible to our guests (according to reservation and police registration) only. The safety and security of our guests is paramount.
- All services not detailed here are exclusive and do not form part of the price we will quote you.
- **Special offers** are only valid if they are explicitly booked or requested via our website and confirmed before your arrival.
- All pricing and other information on our website is subject to change.
- If **short** or medium term price changes are made on our website after your booking is completed (seasonal or yearly price changes according to offers and demand), the **price you were quoted by e-mail, fax or over the phone at the time you made your booking** shall prevail. Prices may vary due to above or below average demand (caused by the

season, the political or social climate, sporting events, local and national events or meteorological events).

- By sending the deposit or pre-payment to confirm your reservation, you agree to all of our guidelines, terms and conditions listed here or and on our website.

UPDATE COVID-19 MEASURES

In order to enjoy your holidays in a safe and healthy way, we have adopted all the recommendations of the WHO and the regional and national sanitary/hygienic measures. Hygiene and cleaning have always been important to us and are now being intensified even more.

- ✓ Several times a day, all relevant surfaces in public areas are disinfected and cleaned
- ✓ All employees work with gloves and protective masks
- ✓ Disinfectants are available to our guests
- ✓ To clean the apartments we not only use antiviral and antibacterial products, but the apartment is also completely sanitized and disinfected before your arrival with special equipment (non-toxic or chemical products). To ensure this, the apartment will remain empty for one day between the day of departure and arrival of other guests.
- ✓ To simplify check-in, we ask our guests to submit their personal details for registration in advance by checking in Online.
- ✓ In casa, vengono rispettate le regole di distanza. Se non è possibile mantenere la distanza, vi chiediamo di indossare una mascherina
- ✓ Inside our residence, distance rules are respected. If it is not possible to keep the distance, we ask you to wear a mask
- ✓ There are no distance rules for people in the same apartment

For all the official information about Coronavirus the region of South Tyrol, please consult the following link: www.suedtirol.info/it/informazioni/coronavirus

We hope that the protective measures limit your personal freedoms as little as possible.

Restriction of services:

Sportcenter GmbH is the only person responsible for the use and access to the swimming pools of the Cascade. If, due to corona virus, this service cannot be guaranteed, cannot be used or can only be used to a limited extent, our guests are not entitled to compensation or reduction of the room price. Holidaypass Premium: The service may be subject to changes or failures due to corona virus. The service is not offered by Residence Margareth. The Residence Margareth company has no influence on this and assumes no liability for it.

By sending the confirmation deposit, the guest accepts our cancellation policies and the booking conditions listed above.