

INFORMATIONS FOR YOUR BOOKING

summer 2021 (updated 14/06/2021)

- **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. A certain room number (example apartment nr. 1) cannot be assigned.
- **Special cancellation terms due to coronavirus:** If arrival is not possible on the date of your planned arrival *due to travel restrictions relating to coronavirus* (e.g. borders closed, entry to South Tyrol not possible), the reservation is definitely free of charge and the deposit paid can be made postponed to a future booking or, alternatively, refunded. If the holiday can be started under the conditions of the new Italian or European "Corona passport" and is feasible (i.e. with a certificate of vaccination or recovery, PCR or rapid nasal test for check-in), these special cancellation conditions regarding coronavirus cannot be applied and the general cancellation conditions apply. Unfortunately, the deposit or down payment cannot be refunded in the event of Covid19 illness of one or more family members. **We therefore recommend taking out our HGV cancellation protection travel insurance. You can take out this directly on our website or >>> [HERE](#) <<< through the Europäische Reiseversicherung.** (The contract must be taken out at the same time as the booking, if not, the insurance takes effect only 10 days after the booking)
- **Cancellation Conditions:** You may cancel your booking without charge up to 3 month prior your scheduled arrival (the deposit cannot be refunded). 3 month up to 1 month prior your arrival the cancellation fee is 60% of the cost of the booking, 1 month to 1 week 75%, within the last week 90%, in caso of no show, late arrive or early departure 100%.
- **Deposit:** In the unfortunate event that you have to cancel your stay, your deposit cannot be refunded. The amount of the deposit depends on the length of stay and type of apartment.
- **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.
- **Final cleaning:** We appreciate if the apartment is left tidy at the time of your departure (rubbish thrown into the appropriate containers and the kitchen inventory clean). Should the apartment require extraordinary cleaning, we are forced to ask for an additional amount from € 60.00 to € 200.00.

- 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).
- Unfortunately, we are unable to guarantee a specific apartment for you (for example apartment nr. 1). 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 higher quality (i.e.: larger) apartment.
- 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.

- ✓ **All employees are vaccinated or are regularly tested for Covid19**
- ✓ 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.
- ✓ 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.