

## Booking Conditions and Cancellation Policies

- 1. Rates:**

Rates are calculated based on the selected accommodation type, the length of stay, and the number of people indicated at the time of booking. The tourist tax is calculated separately.
- 2. Booking:**

Bookings must be made directly by the guests who will stay in the accommodation and become binding only after the payment of a deposit and the issuance of written confirmation.
- 3. Deposit:**

The deposit, amounting to 30% of the total stay cost, must be paid following the instructions provided by the management.
- 4. No-Show:**

In case of no-show on the scheduled arrival date, the accommodation will remain available for up to one day, subject to prior arrangements with the management. After this period, the booking will be cancelled, and the deposit retained.
- 5. Changes to the Stay:**

The full amount for the booked period must be paid even in case of late arrival or early departure.
- 6. Non-Transferability:**

Bookings are personal and cannot be transferred to third parties.
- 7. Change Requests:**

Any request to modify a booking result in the formal cancellation of the original booking. If the request can be accommodated, a new booking will be made.
- 8. Accommodation Assignment:**

The booking guarantees the requested type of accommodation and period of stay. The specific accommodation number will be assigned upon arrival.
- 9. Cancellation Policy:**

Guests wishing to cancel their booking are entitled to a refund of the deposit only if the cancellation is communicated to Camping Enzo Stella Maris, via letter or email, at least 30 days prior to the arrival date. In case of a refund, the camping will retain €100.00 as a booking fee.
- 10. Liability for Damages:**

Guests are responsible for any damage caused to the accommodation or its furnishings. Repairs and replacements will be managed exclusively by the management.
- 11. Final Cleaning:**

Final cleaning costs are included in the stay rate. However, if the accommodation is not left clean upon departure, a €50.00 surcharge will apply for extra cleaning.
- 12. Pets:**

Pets are not allowed.
- 13. Internal Regulations and Price List:**

The internal regulations and price list are an integral part of these booking conditions.