

The hotel operator is not obliged to agree a reduction to the rates stipulated according to the full and half board criteria for guests who do not take the meals included in these rates, or for guests who do not respect the times set by the hotel's duly publicised regulations. The only exception to this is the faculty of replacing a meal with a packed meal, if requested with reasonable anticipation.

Art. 6 – Animals

Unless otherwise agreed, hotel services are intended only for persons. The circulation and staying of animals can be agreed with the hotel operator on express written request, and in this case it is disciplined by internal regulations only efficacious if publicised.

Art. 7 – Behaviour rules

Any acts offending morals and respectability authorise the hotel operator to withdraw from his commitment with the customer and to arrange to remove him.

No other persons may enter the room occupied by the customer, unless previously identified and authorised by the hotel Management and with the guest's permission.



CAMERA DI COMMERCIO
INDUSTRIA ARTIGIANATO
E AGRICOLTURA
VERONA



SURVEY DEVELOPMENT

First survey:

- a) Provincial collection of uses and customs 2000
- b) Committee approval: decision no. 164 of 23/6/2003

Art. 1 – Booking

The hotel booking contract is concluded when the hotel operator accepts to reserve the room requested by the customer, or someone else for him.

The customer is committed to making use of the booking on the agreed date and for the agreed duration.

Unless differently agreed, room availability is understood to begin at 14.00 on the day of arrival and end at 11.00 on the day of departure. If the customer does not vacate the room by the agreed time, the hotel operator has the right to obtain the price of an extra night stay.

If the booking is guaranteed by a deposit, credit card or other guarantee agreed with the hotel operator, this latter is held to keep the accommodation available until 11.00 of the day successive to the expected arrival day, unless other agreements are made.

If the booking is not guaranteed, the hotel operator is held to keep the accommodation available until 18.00 of the expected arrival day, unless other agreements are made.

Art. 2 – Contract conditions and duration

Unless differently agreed, the accommodation contract is understood to be concluded for one day. Its length, if the room is not vacated by 11.00 of the successive day, is extended day after day, providing accommodation is available.

The booking is always understood to refer to the main building of the hotel, unless the hotel operator specifies otherwise. If the hotel operator does not make accommodation available in conformity with the booking he must find accommodation in a hotel of a level no lower than that promised and sustain any possible cost difference.

If a guest stays for a shorter time than agreed in the hotel, and if there are no serious documented motives to do so, he shall pay the hotel operator the room rate for an additional period from a minimum of one to a maximum of three days.

Late arrival does not give the guest the right to extend his stay beyond the established day, or not to pay the room rate for the booked but not used days.

Art. 3 – Payment

Unless otherwise agreed, the customer pays his account when presented with the fiscal document.

Art. 4 – Failure to arrive and cancellation (booking cancellation)

Cancelling an already confirmed booking gives the hotel operator the right to demand the following penalties, unless the parties make different agreements:

a) for hotels located in the territory corresponding to the ex-APT no. 12 (Garda) tourism system, no penalty up to 30 days before arrival, except for the retention of any deposit already paid.

b) for hotels located in the territory corresponding to the ex-APT no. 13 (Verona) tourism system, no penalty up to 25 days before arrival, except for the retention of any deposit already paid.

c) for all the hotels in the province of Verona:

- 10% of the agreed price, multiplied by the number of booked and cancelled days, when cancellation is communicated up to 20 days before arrival;
- 25% when cancellation is communicated up to 4 days before arrival;
- 50% when cancellation is communicated less than 4 days before arrival, with a minimum amount corresponding to 1 day. The same penalty will be applied also in the case of failure to arrive, except in this latter hypothesis, the indemnity of documented greater damage.

Any deposit already paid constitutes partial or total payment of the said penalty.

Art. 5 – Services

Full-board prices include breakfast, lunch, dinner and the overnight stay. Drinks are excluded from full and half board prices, unless otherwise agreed.

The full and half board prices are applied for stays of no less than three days, as established by the regional legislation in force.