BOOKING CONDITIONS FOR ACCOMMODATIONS! IMPORTANT!

1. CHANGES OR CANCELLATION OF YOUR BOOKING:

Any change or cancellation of your booking will be accepted only by e-mail (info@isolino.com). Any booking change, with exception of a total or partial cancellation of the booking (these are indeed explained in the next paragraph Nr. 2), is possible up to 30 days prior to arrival date and is subject to availability and to approval of the management. After that term no change will be possible and the whole reserved period (as initially reserved) has to be paid.

2. CANCELLATION TERMS:

In case of cancellation request, of the complete holiday or of a part of it, received until 45 days prior to arrival date, no penalty will be applied and the deposit will be refunded 100%. The money refund will take place within 90 days from cancellation date.

In case of cancellation request, of the complete holiday or of a part of it, received between 44 and 30 days prior to arrival date, a penalty of 50% the amount requested as deposit will applied. The refund of the difference will take place within 90 days from cancellation date.

In case of cancellation request, of the complete holiday or of a part of it, received between 29 days prior to arrival date and arrival date, or in case of no show, 100% of the requested deposit will be charged and the deposit will not be refunded.

Booking fees (10 €) will not be refunded in any case. In case no booking fees were stated at the time of booking and in derogation from the above mentioned condition, € 10 cancellation fees will be withheld.

We recommend you to take out a cancellation insurance policy beforehand with an insurance company of your choice.

3. CHANGE OR CANCELLATION OF A MOORING PLACE:

Any change or cancellation of a booking for a mooring place at the jetty (if reserved) will be accepted within max. 90 days prior to arrival date. After this term it won't be possible to make any change or cancellation and the whole reserved period will have to be paid, even if you should decide not to take the boat with you, and the deposit paid for the mooring place will not be refundable.

4. PAYMENT OF BALANCE:

In order to give you the possibility to fully enjoy your holiday, we kindly ask you to pay the bill in advance, latest 5 days prior to your arrival date, by credit card or money transfer. Alternatively the rest amount has to be paid on spot, within 2 days from your arrival.

The payment is possible by credit card (VISA or MASTERCARD) or PIN PASS/DEBIT CARD. Take notice that you may need a pin code and you might have a daily limit.

Due to delayed arrival or early departure, customers must pay the whole booked period. An early arrival doesn’t authorize an early departure. Rates are per day regardless of the arrival time. The day of departure will be also counted if this takes place after 10 o’clock.

5. TOURIST TAX:

€ 2,00 per person, per night (children 0-5 free), it will be charged for max. 15 nights. This amount has to be added to the total amount of your holiday.

6. ARRIVAL AND DEPARTURE:

The accommodation will be at your disposal starting from 16/17 o'clock and must be left free and cleaned between 8 am and 10 am on your departure day. On that day, we kindly ask you to leave the campsite before 12 o'clock. **In case you wish to leave before 8 am, the payment of the final cleaning is mandatory; a**

preauthorization with credit card (Visa or Mastercard, it usually requires a pin code) and your credit card details are necessary as deposit.

The final cleaning has to be carried out by guests, or can be on payment: € 50/105 according to the accommodation type. NB. In case of a departure before 8.00 a.m., the final cleaning must be paid.

The kitchen stove and ware have to be cleaned by guests. € 20,00 could be charged in case this should not happen. In case of late arrival, we will keep the accommodation for you until 12 o'clock of the following day. Then, without any communication from you, the unit will be assigned to another family.

At your arrival, you have to show us all your identity cards/passport and to hand the PDF file of your check-in online. **A caution of € 100,00 / 150,00 has to be paid at the arrival: only in cash.**

7. PARKING PLACE:

One parking place is included in the price, the car must be parked near the accommodation. Any extra car will be charged separately and has to be parked in the campsite parking place.

8. BRACELET:

In order to guarantee your security and a better control within the campsite, at the arrival you will receive the Isolino bracelet that you must wear for the whole period of your holiday.

9. ELECTRONIC PAYMENT:

At the arrival, you will receive the “PAYCARD”, an electronic card, that can be charged only with cash money by some automatic machines on the campsite (Ricaricredit). Any purchase made in our Captain Cook Restaurant, Jolly Roger Bar, Neverland Snack Bar and market can be paid exclusively via the “Isolino PAYCARD” or by debit card / credit card. For rentals at the beach you can only pay with the electronic card PAYCARD. Only at the boutique (Paola Shop) it will be possible to pay cash and by debit/credit card. At the departure, the outstanding amount will be returned at the Reception.

10. PRICE LIST AND CAMPING RULES:

You declare to have looked over the price list, the camping rules and the Boat rules.

Pets are not allowed in our accommodations and village area.

11. With the payment of the deposit you accept automatically all booking conditions mentioned in this contract, in the price list, in the camping rules and boat rules.