

## BOOKING AND CANCELLATION TERMS AND CONDITIONS 2022

Anyone ("Guest") can send a booking request by email to [booking@luxurycamp.it](mailto:booking@luxurycamp.it) or book directly through the online booking system on the website [www.luxurycamp.it](http://www.luxurycamp.it).

Booking requests must be made directly by the Guest who will be staying in the accommodation, specifying the total number of people for the booking and their respective names. It is also recommended to indicate: 1

- if the booking includes any children and, if so, how many;
- if the booking includes any people with a disability;
- any other specific requirements and/or special conditions (as long as they are reasonable), in order to allow Luxury Camp to satisfy guests' needs, to the extent possible.

Upon receiving the booking request, Luxury Camp will send a non-binding booking offer, indicating the dates for the stay, the price and the deadline for paying the deposit (booking offer validity period).

The booking will only be confirmed and become binding upon both parties once the Guest has paid the deposit amount stated in the booking offer, by no later than the deadline also stated therein.

This is a security deposit covering the obligations undertaken by the Guest upon booking.

Once the deposit has been paid, Luxury Camp will send the Guest their booking confirmation. The Guest accepts the contents of these Booking and Cancellation Terms and Conditions in full. The Guest must present a copy of their booking confirmation at check-in.

If the Guest does not pay the deposit by the set deadline, then the booking will be null and void and Luxury Camp will be free to accept other bookings for the accommodation from other people who may request it, without the Guest being able to claim any right over the booking of said accommodation.

In the case of online bookings, after payment of the deposit requested by the system, Guests will receive their booking confirmation, containing all the information on the general contract terms and conditions, the key features of the service and the price.

Luxury Camp reserves the right to change, at its sole discretion and as needed, the number of the accommodation initially assigned at any time, even after the security deposit has been paid and the RESERVATION CONFIRMATION has been sent.

The Guest may in no case transfer the booking to third parties without the prior written authorization of Luxury Camp.

The Guest has the right to request changes to the reservation already made, which involve a change in the period of stay and / or the number of people; in this case the original booking will be considered canceled and a new booking will be made, if there is material availability in this sense. Such changes, where accepted, are subject to normal tariff changes (up or down). Changes to bookings already made are only possible if they are made up to 30 (thirty) days before arrival.

### WITHDRAWAL AND BOOKING CANCELLATION

The Guest must communicate their intention to cancel their reservation in writing, referring to the BOOKING CONFIRMATION received.

The cancellation request must be received exclusively from the holder of the reservation (or in case of impossibility on the part of the latter, by a duly authorized person). The Guest who renounces the booking is not entitled to a refund of the security deposit paid, with the following clarifications. In fact, if the written communication of cancellation is received by Luxury Camp, by e-mail (or, alternatively, by fax or registered mail or by any other means that ensures receipt) at least 31 (thirty-one) days before the date of arrival indicated in the BOOKING CONFIRMATION Luxury Camp will not charge the Guest the full amount of the holiday but only the 30% deposit paid as a penalty. The Guest who renounces the booking with written communication sent to Luxury Camp from the 30th day to the arrival date indicated in the booking, will not be entitled to any refund, with Luxury Camp's right to pay the balance of the booking, as a penalty.

Luxury Camp recommends that you take out insurance in advance, both for equipment and for camping risks, with an insurance company of your choice.

In the case of any discrepancies, the Italian version available on the website [www.luxurycamp.it](http://www.luxurycamp.it) shall prevail.