



## **BOOKING AND CANCELLATION TERMS AND CONDITIONS 2024 (Balcony Room, Infinity Room, Pool Room, Garden Room, Park Room, Park Suite)**

Anyone ("Guest") may book directly online through the website [www.unionlido.com](http://www.unionlido.com) or send a **booking request** via e-mail to [parkhotel@unionlido.com](mailto:parkhotel@unionlido.com)

**Booking requests** must be made directly by the Guest who will effectively occupy the accommodation; It is also recommended to indicate the total number of persons.

Any other specific requirements and/or special conditions (within reason), in order to allow Union Lido to satisfy the guests' needs, to the extent possible.

Upon receiving the **booking request**, Union Lido will send a non-binding **booking offer**, indicating the dates for the stay, the full price, the deadline for paying the deposit (**booking offer validity period**) and the amount to be deposited.

Once the deposit has been received, the booking will be confirmed and become binding for both parties.

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

Once the deposit has been received, Union Lido will send the Guest their **BOOKING CONFIRMATION**. The Guest accepts the contents of these Booking and Cancellation Terms and Conditions in full.

Failure to pay the deposit within the deadline stated in the booking request will result in the booking being null and void. Union Lido will thus 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.

In the case of online bookings, after payment of requested deposit through the booking 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.

Union Lido reserves the right to change the number of the accommodation that was originally assigned, at any time, at its sole discretion and depending on requirements, even after deposit payment and **booking confirmation**.

**Under no circumstances may the Guest transfer their booking to a third party.**

Guests may request changes to confirmed bookings, which may involve the following: altering the dates for the stay and/or the number of people; in this case, the original booking will be cancelled and a new booking will be made, subject to availability. If accepted, such changes will be subject to standard rate changes (higher or lower rates). It is possible to make changes to a confirmed booking only up to 30 (thirty) days before the arrival date.

The entire amount for the stay must be paid for the entire booked period, even in the case of late arrival or early departure. The rates stated in the current price list are applicable. If the accommodation is not occupied by the Guest within 1 (one) day from the scheduled arrival date, Union Lido reserves the right to rent it out to somebody else. The Guest shall be fully liable for any damage caused to the accommodation and its furnishings.

## **WITHDRAWAL AND BOOKING CANCELLATION (Balcony Room, Infinity Room, Pool Room, Garden Room, Park Room, Park Suite)**

Guests must provide written notification of their intention to cancel their booking, making reference to the booking confirmation received.

**Cancellation requests must be sent by the person in whose name the booking was made** (or, should said person be unable to do so, by a duly authorised person). Guests who cancel their booking are entitled to a refund of their deposit, under the following conditions. If Union Lido receives written notification of cancellation via **e-mail** (or, alternatively, via fax or registered post or via any means able to guarantee receipt), at least **15 (fifteen) days prior** to the arrival date indicated in the booking confirmation, then it shall fully reimburse the Guest for all amounts paid up until that moment in time, minus Euro 100.00 (one hundred/00) which is withheld as a penalty fee. Guests who send Union Lido written notification of cancellation **between the 14<sup>th</sup> day and 8<sup>th</sup> day prior** to the arrival date indicated in the booking confirmation will instead be charged a penalty equal to 50% of the deposit paid, with a minimum charge of Euro 100.00 (one hundred/00). Guests who send Union Lido written notification of cancellation in the **7 (seven) days prior** to the arrival date indicated in the booking confirmation will not be entitled to any refund and Union Lido will withhold all of the deposit paid, as a penalty fee.

In the event of a no-show, if no cancellation request has been received, Union Lido will charge the Guest for the full amount of their stay, in addition to retaining the deposit paid, as a penalty.

Union Lido therefore recommends that Guests take out a travel insurance policy beforehand with an insurance company of their choice.

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