Residence Isolino

BOOKING CONDITIONS! IMPORTANT!

1. CHANGES OR CANCELLATION OF YOUR BOOKING:

   Any change or cancellation of your booking will be accepted only via written communication (by e-mail info@residenceisolino.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.

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 at the reception of Camping Isolino, 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 that tha card may 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:

   € 1,50 per person, per night (children 0-5 years free), it will charged for max. 15 nights
   This amount has to be added to the total amount of your holiday.

6. ARRIVAL AND DEPARTURE:

The apartment will be at your disposal starting from 16.00/17.00 o'clock and must be left free and cleaned between 8.00 am and 10.00 am on your departure day. On that day we kindly ask you to leave the camp-site/residence before 12 o'clock.
In case you wish to leave before 8.00 am, the payment of the final cleaning is mandatory; a pre-authorisation 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: € 60/80 according to the accommodation type.
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 apartment for you till 12,00 o'clock of the following day. Then, without any communication from you, the apartment 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 € 150,00 has to be paid at the arrival: only in cash.

7. BRACELET

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

8. PRICE LIST

You declare to have looked over the price list, the Isolino camping rules , the Continental camping rules and the boat rules.

9. ELECTRONIC PAYMENT

At the arrival at the campsite Isolino 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, market and Neverland Snack Bar can be paid exclusively via the "Isolino PAYCARD" or by debit card / credit card.

For rentals at the beach you can pay with the electronic card PAYCARD.

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