



CANCELLATION POLICY

In order to confirm a booking, we ask for a deposit to be made no more than 3 days after a confirmatory email has been made by ourselves. If no deposit is made in that time we will no longer hold the room.

The deposit should amount to the equivalent of 30% of the total holiday price stated in the confirmatory email. As stated in the Italian Civil Code Article 1385, a deposit will not be returned in case of no show or cancellation.

No cancellation charge will be made for cancellations made 8 days from the estimated arrival date.

In the case of a cancellation made 8 to 5 days from the estimated arrival date, a charge amounting to 50% of the total holiday price will be charged to the client.

In the case of a cancellation made 4 days from the estimated arrival date or a no show, a charge amounting to 70% of the total holiday price will be charged to the client.

EARLY DEPARTURE

Clients who leave earlier than the departure date specified in the reservation will be charged for 50% of the remaining days.

CANCELLAZIONE AND DATE MODIFICATIONS

If a holiday is cancelled and dates modified to a future date, no sur charge will be made and the deposit will be held for the later date.

DEPOSIT PAYMENT

Accepted methods of making a deposit : bank transfer, credit card payment, cheque or cash.

Preauthorisation:

Albergo Pizzo Del Frate reserve the right to authenticate credit card details before clients' arrival. Preauthorization guarantees that the client has sufficient funds needed to cover the total holiday cost and validates the authenticity of the credit card credentials. NO CHARGE WILL BE MADE. Preauthorisation automatically expires after 20 days from the date thus unblocking the amount. If the preauthorisation shows to be not valid the reservation will be cancelled. In this case the Hotel Pizzo Del Frate will be free from any reservation obligations with the client.

The final hotel bill will be made before the clients departure.



Bank coordinates are as follows:

IBAN : IT32L010304536000000472747

BIC : PASCITMMXXX

HEADED : ALBERGO BAR RISTORANTE PIZZO DEL FRATE

DOMESTIC ANIMALS

Small to medium pet animals are welcome in the Hotel, as long as they are well behaved; there is a supplement of € 20,00 for the final cleaning charge of the hotel room.

Pets are not allowed into the internal communal areas of the hotel, in particular in the breakfast room, the restaurant and relaxation areas of the hotel, unless in the case of dogs where they are to be kept on leads throughout the communal areas of the hotel. Please do not leave animals unattended.