

GENERAL CONDITIONS

Queries for availability do not constitute a binding agreement for either **the Client or the Hotel**.

Booking requests constitute Orders and as such are binding for the Client but not for Hotel Grifone, which reserves the right to reject such booking requests.

The booking confirmation which Hotel Grifone sends to the Client is binding for both parties and constitutes the formalization of the booking agreement.

Where a deposit or credit card details are required, these must be sent by the Client within the period indicated by Hotel Grifone to formalize the booking.

All reservations must be confirmed by fax or e-mail, with the Client accepting the inherent cancellation conditions.

TERMS AND CONDITIONS

Booking agreements are subject to the following conditions, which are attendant upon the freely-accorded contract between the parties and are for greater convenience summarized below:

1 Deposit:

On formalization of the agreement the Client must pay 30% of the total cost of the services undertaken in the form of a deposit.

Guests who have not made advance bookings with deposit must pay the full fee on their arrival.

2 Right of withdrawal:

Clients may withdraw from the agreement up to 30 days before the agreed arrival date without incurring penalty.

3 Breach of obligation by client:

Cancellations not complying with the conditions given in 2 above and made up to 10 days before the expected date of arrival shall entitle the Hotel to payment of 80% of the booking sum, without prejudice to further damages.

Where cancellations are communicated within 10 days of the agreed arrival date, the Hotel shall be entitled to receive the full sum, without prejudice to further damages.

In the event of early departure, the Hotel shall be entitled to receive the sum agreed for the entire sojourn, without prejudice to further damages.

6 Arbitration: Any disputes arising with regard to or in connection with the present agreement, including those relative to its interpretation, validity, execution and resolution, shall be referred to arbitration under the legally-sanctioned procedure of the Arbitration and Conciliation Tribunal of Grosseto. Conciliation shall be mediated by an independent conciliator appointed in conformity with the aforementioned procedure. The parties undertake to have resort to conciliation before any judicial or arbitration actions, regardless of the amounts in dispute.