

TERMS AND CONDITIONS POCHO

These Terms and Conditions regulate the relationship between either the Hotel or the Holidayshouse and the Client as regards the services of board and lodging. The present General Conditions apply to all sales that Pocho Hotel, Restaurant and Holidays-house realize both directly and through our website, as well as through communication carriers that illustrate the same hotel structure.

These conditions can be changed in any moment. Any change and/or new conditions will come into force from the moment of their publication in the section "Terms and Conditions" of the website. For this reason the users are invited to connect regularly to the website and to verify the publication of the most up-to-date conditions.

ARRIVAL (Check-in)

The rooms will be available within 2.00 p.m., except in case of different agreements.

DEPARTURE (Check-out)

The rooms must be left free within 11.00 of the departure day

DOCUMENTS TO BE EXHIBITED AT THE ARRIVAL

Due to national regulation, the client must exhibit a valid identity document (either identity card or passport) for all guests, otherwise the Direction can refuse the acceptance (art. 108 P.S Law, as modified by art. 7, point 2, Law 203/95).

REGISTRATION

The access is reserved exclusively to the clients and it is allowed only after registration at the reception. Girls and boys under 18 years must be accompanied by a parent during their stay. If a minor travels with different persons than parents, he must be in possession of a written authorization and of a copy of the identity document of the parent who has given the authorization.

RESERVATION WITHOUT CAUTION

Only for reservations in proximity of the arrival date it is possible to book by using one's credit card as guarantee. In this case it will be necessary to give the following data at the moment of the reservation: number and type of credit card, expire date, name of the entitled person, and to authorize the withdrawal in case of no-show (failing to arrive according to the reservation). The credit card will be used only in the following cases: no-show (failing to arrive according to reservation), non-payment of some used services at the end of the stay, or when the client explicitly asks for it.

CAUTION

Caution is obligatory, it gives documental proof that the reservation has been confirmed and consists in the payment of 30% (thirty per cent) of the total value of the booked services.

CANCELLATION POLICY

Non refundable

The customer pays the total amount when the cancellation arrives in any time after the reservation.

The customer pays the total amount at any time immediately after the reservation.

FLEXIBLE RATE – 14 DAYS

Free cancellation up to 14 days before the arrival. Penalty of 30% of the total amount for cancellation during the 14 days before the arrival. The total amount of the reservation will be charged for “No show”

Any cut short of the reservation at the arrival is considered as cancellation and therefore no refund will be given to the customer.

NON-FULFILMENT OF THE HOTEL-KEEPER

If the client arrives within the fixed term and he does not find available either the booked room or the booked apartment, he has the right to be given by the hotel-keeper another arrangement in a hotel, boarding house or apartment of the same category; if such arrangement is not found, a hotel, boarding house or apartment of superior category must be given. The difference of the eventual higher price is in charge of the hotel-keeper. If the client at his arrival finds that the location, the equipment and the characteristics of the hotel or apartment do not conform to those that were promised or illustrated with pictures and written descriptions in the website www.pochito.it, he has the right to leave the hotel or Holidays-house and to be compensated by the hotel-keeper.

HALF BOARD

By half board treatment (H/B) it is intended the sum of lodging, breakfast and either dinner or lunch (if it has been agreed upon in the established periods) services. The price of half board does not include beverages.

INTERNET CONNECTION

The hotel offers the possibility to connect to internet free of charge, except in the Holidays-house. Its guests can use the service in the hot spot wi-fi area that is operative inside the hotel. No device (either personal computer or notebook) will be furnished by the hotel.

PROHIBITIONS

It is severely forbidden:

- Using electric stoves, dish-warmers etc. in the rooms of the hotel. For any needs, please, ask the reception, we will be happy to help you.
- Dirtying or damaging walls, furniture and furnishings located in the rooms and in the apartments and to subtract whatever.
- Throwing objects out of the windows or balconies.
- Disturbing the quietness of the clients from 2.00 p.m. to 4.00 p.m. and of course after 0.00.
- Introducing food or beverages of any kind in the hotel.
- The Frigobar in the rooms of the hotel is for the exclusive use of the beverages supplied by the hotel.
- Smoking inside the private rooms and the common rooms of the hotel and inside the apartments.
- Using the wi-fi connection for different uses than e-mail or internet navigation. The hotel direction is released from the improper use of the available connection, like wi-fi streaming, adult websites, etc.
- Introducing guests inside the hotel without the permission of the Direction.

Note: Every damage to the kitchen ware and equipment of the apartments must be declared and compensation must be paid for it on the departure.