

# General Conditions of Sale

These Conditions of Sale and the Internal Rules govern the relationship between Villénpark Sanghen srl and the Guest making the reservation, including who is traveling with the latter. Sending a reservation request at the Facility implies full knowledge and acceptance of these Conditions of Sale as well as the Internal Regulations.

Reservation of a stay can be made by the Guest of legal age as follows:

- Using the booking online service on the websites: [www.villénparksanghen.com](http://www.villénparksanghen.com) or [www.ilcolombaro.com](http://www.ilcolombaro.com)
- Sending an email to [info@villénparksanghen.com](mailto:info@villénparksanghen.com) or [info@ilcolombaro.com](mailto:info@ilcolombaro.com)
- Calling our Booking Office at +39 0365 5531

The reservation will be confirmed only upon payment, as a deposit, of an amount equal to Euro 250 for the high season and Euro 180 in the remaining periods. Payment of this amount must be made no later than 7 days after booking. After this deadline, the reservation will be cancelled.

Payment can be made in the following ways:

- By credit card: in the reserved area (American Express and Diners are not accepted);
- Payment by bank transfer:

Villénpark Sanghen srl

BPER Banca – Agenzia di Manerba del Garda

IBAN: IT9210538754720000042787545

BIC/SWIFT: BPMOIT22

Please note the reservation number in the reason for the transfer.

Once we receive credit for the amount, we will send a booking confirmation notice. The Guest should carefully check the booking confirmation and, if it contains errors, he/she should notify the Facility immediately. The Guest acknowledges and accepts that any amount paid in favor of the Facility, even in multiple solutions, prior to arrival at the Facility, will be charged as a deposit.

VAT is that of the law at the time the tax receipt is issued. Tourist tax is that by law at the time of issuance of the tax receipt. As a guarantee for any shortages and/or breakages that may occur at the accommodation unit, a deposit will be required at Check-In.

Tourist tax: € 1,00 for Guests in the apartments and € 1,10 for Guests in the camping, per day per person over 14 years of age. Check in from 5 PM to 7 PM. Check out before 10 AM on the day of departure.

## **Included services calculated from the online booking service on the site:**

- Final cleaning (excluding kitchenette)
- Water, gas, electricity
- Wi-Fi (available throughout the outdoor area)
- 1 car parking space
- Pool access: Pool N°1 and N°3 15/05 - 15/09 - Pool N°2 01/07 - 31/08
- Tennis court and table tennis

- Beach access
- Animation from 01/07 - 31/08
- Discount 20% on Green Fee Golf il Colombaro
- VAT 10%

**Extra:**

- Towels and Bed Linen are Extra
- Bed linen set: € 9,00 per person each time they are changed
- Towels: € 7,00 per person each time they are changed
- Air Conditioning (if available in the apartment): € 8,00 day only if used
- Buoy and place for the trailer: € 23,00 day
- Baby cot: € 4,00 day

**Useful Information:**

- Apartment available from 5 PM to 7 PM on the arrival day and until 10 AM on the departure day
- Total balance of your stay must be paid within 2 days from your arrival
- Cheques are not accepted
- Extras as per our pricelist
- BBQ allowed. Our guests are asked to respect the security rules
- Persons exceeding the maximum occupancy of any apartment type are not be admitted
- Excursions to amusement parks, trips to the surrounding areas, Opera tickets, etc. can be booked at our front desk
- Small- and Medium-sized pets are allowed on request

**Cancellation policy:**

Advance payment refundable if the renounce is communicated by email 14 days prior the arrival:

- 14-7 days prior to arrival: 75% of the full amount
- 7-1 days prior to arrival or NO SHOW: 100% of the full amount

If the Guest makes a reservation for more than one person, he/she agrees to bring to the attention of his/her group these Terms of Service, the Internal Regulations as well as, if applicable, the Dog Regulations, it being understood that the Guest shall in any case be liable to the Facility for the payment of the fee for the selected stay and, in general, for violation of these General Terms of Service.

If you have any further questions, please contact the Reservations Office.

La Direzione