

**1.RESERVATION / CONFIRMATION AND PAYMENT METHOD** The customer who wishes to make / confirm the booking of a stay must proceed with the payment of the deposit / balance within the terms established in the estimate, according to the methods specified below: payment of the deposit equal to 30% of the total amount of the reservation plus the booking costs, based on what is established in the estimate, and subsequent payment of the balance no later than 30 days before the arrival date at the accommodation. Payments can be made by cash, bank transfer, credit card - indicated in the forms of payment. For reservations made in the 15 days prior to the date of the start of the stay, the customer must pay 100% of the amount of the stay, together with the confirmation of the booking. With the confirmation of the reservation and the payment of the deposit / balance, *the conditions, general conditions and clauses of the contract are confirmed and accepted in full, as well as confirming that you have full knowledge of them and read them in full, based on the acceptances, confirmations, reservations and payment of the deposit / balance amounts, the contract for the booking of tourist services / packages is considered concluded, and as such is binding.* The booking will be considered made by written confirmation (whatsapp, email or form shown below) and the appropriate documentation certifying the payment of the amounts due, as well as the copy of the identity documents of the future occupants, all the documentation described above, must be sent to the management of Petra Marina, at e-mail address: petramarinavacanza@gmail.com.

**ATTENTION:** failure to observe the above payment terms constitutes an express termination clause such as to determine the legal termination of the contract, without prejudice to compensation for further damages suffered and suffered by the accommodation facility. Failure to comply with the payment terms will result in the loss of the subsidized economic and ancillary conditions provided for. If the accommodation recognizes a difference in the price resulting from an incorrect communication during the booking phase, the payment of the balance of the booking must be paid within 30 days from the beginning of the stay. **2-SERVICE DELIVERY** Before arrival, the customer must send the documentation referred to in point 1, especially the identity documents of the residents indicated in the booking. The arrival and departure times, as well as the availability of the booked accommodation unit, are defined in the accommodation regulations.

**IMPORTANT:** *If the customer does not arrive at the accommodation booked by 12:00 on the following day established in the reservation, without giving any communication, the management reserves the right to cancel the reservation and make it available to third parties, retaining the full amount paid.* If the customer does not vacate the housing unit within the allowed time, the management may charge the customer the daily rate, in accordance with the public price list. The accommodation provides a mandatory fee for the final cleaning service of the housing units; the conditions and the price of the service are specified in the price list. **3-CHANGE IN RESERVATION, CANCELLATION, WITHDRAWAL FROM THE CONTRACT** Changes in terms of personal data, number of participants, or ancillary services compared to what is indicated in the contract at the time of booking confirmation, must be confirmed and accepted by the management within 30 days before the start of the stay. All housing units will therefore be available only to the persons indicated in the booking and it is not possible to replace them without notice and prior authorization. It is the faculty of the management of the accommodation facility not to deliver the housing unit to those who did not comply with this rule. ***The request for cancellation of confirmed reservations (in the form of deposit or balance already paid), must be submitted 90 days before the date of the start of the stay, must be made in writing or through a specific online procedure specifying the reasons.*** **3.1- The management, by reason of the cancellation request, will propose to the customer the release of a voucher (voucher issued by way of reservation or payment receipt) to be used within 12 months from the date of issue and according to the dates free of any reservations and the actual availability of the period and the housing unit.** **3.2- If the customer renounces in whole or in part the proposed offer and the enjoyment of the stay**

*already booked within 90 days from the beginning of the same, the amount paid as a deposit will be refunded by subtracting the 25% which will be retained and returned the actual subsequent booking of the same period of stay. The management, not having received booking offers for the canceled period, will retain the amount equal to 25% of the deposit paid by way of refreshment; the renunciation / cancellation of the stay within 60 days from the beginning of the same will be retained the amount equal to 70% of the deposit plus expenses; to the renunciation / cancellation within 30 days before the stay the deposit will be retained in full. The modification of the date of the stay will entail a surcharge of 15% on the final price and the compensation will be considered in any case due.*

**4 ANIMALS** Small pets are allowed only on request and can only stay in some specific areas of the accommodation. Animals must be marked with a microchip and accompanied by the international animal health booklet and the EU passport for pets (veterinary certificate). Upon arrival, the staff of the accommodation has the right to request these documents and in case of no-show, the management reserves the right not to allow the animal to access the accommodation itself. For customers who stay with pets in the housing units, final cleaning must be carried out by the staff at a surcharge of € 40.00. Specific prices and conditions are shown in the price list, detailed in each individual sector. **5. TAXES AND TAXES**

The customer is required to pay the tourist tax where applicable, at the time of payment of the booking fee. The accommodation rates shown in the price list are inclusive of VAT, if the tax changes compared to today's 10% rate and is greater, any difference can be paid directly to the accommodation facility on site.

**6.CHANGE AND WITHDRAWAL** all the conditions / clauses contained in point "**3-CHANGE IN BOOKING, CANCELLATION, WITHDRAWAL FROM THE CONTRACT**" are considered valid and accepted. If the customer does not pay and / or the payment made is not credited within the deadline indicated in the booking, the management has the right to cancel the booking and withdraw from the contract without extensions and without paying the customer any refund of damages, alleged damages and / or criminal. The management of Petra marina has the right to withdraw from the contract for a justified reason (including the hypothesis in which the performance has become excessively burdensome due to the occurrence of extraordinary and / or unforeseeable events), due to force majeure and / or unforeseeable circumstances, atmospheric events, epidemics, telluric movements, and anything else outside the responsibility of the management and / or structure. In this case, the customer will be notified in advance. In contracts relating to a tourist stay of at least 7 nights, the customer is entitled to a voucher for free modification of the conditions set out in point "**3-CHANGE IN RESERVATION, CANCELLATION, WITHDRAWAL FROM THE CONTRACT**", of the date of stay without penalty.

**7. GENERAL CLAUSES** With the confirmation of the estimate, the customer accepts all contractual conditions, as well as the booking clauses contained therein, the current price list, and undertakes to scrupulously respect the Petra Marina regulation. Petra Marina has the right to terminate the booking contract if the subscriber, his family members or his guests, did not comply with the current regulations. **8.- JURISDICTION**. The jurisdiction for any dispute, dependent on this contract, is exclusively the court of Vallo della Lucania (SA). With the reservation and the related payment of the deposit, the customer declares to have accepted the conditions, general conditions and clauses contained therein, to be aware that it is subject to the national legislation in force at the time of acceptance of this contract. The customer authorizes the processing of sensitive and personal data pursuant to Legislative Decree 196/2003 and subsequent amendments, and of Regulation (EU) 2016/679 for reasons related to this contract.

**CUSTOMER SERVICE** For any information relating to the purchase of stays, the customer can contact the following references: petramarinavacanza@gmail.com Info tel. 3407492039