

General Terms and Conditions

AMOLARIS · GARDEN LODGES & GUESTHOUSE

To help you plan your stay, these terms set out the conditions for your booking and the services we have agreed to provide.

1 Provider and scope

Amolaris Garden Lodges & Guesthouse, Schanzenstrasse 31, 39021 Goldrain, South Tyrol, Italy. Email: info@amolaris.com · Telephone: +39 0473 742057 · VAT no. 01250750211.

These terms apply to accommodation in our lodges and apartment suites and to the related services agreed upon. Individually agreed arrangements take precedence over these terms. Any different terms proposed by the person making the booking apply only if we expressly accept them. For bookings made through intermediary platforms, the booking conditions agreed on those platforms must also be taken into account.

2 Booking and contract

An enquiry alone does not constitute a booking. The contract is concluded when we accept your booking. You will receive confirmation by email or through our online booking system, specifying the accommodation, dates of stay, number of guests, price and payment terms.

If you book on behalf of another person, please tell us in whose name the booking is made and who will be the contracting party. Any additional personal obligation on the part of the person making the booking to pay must be expressly agreed upon.

The accommodation is intended for the confirmed guests. Subletting, letting it to others or using it for any other purpose requires our prior consent.

3 Prices and services

We provide the confirmed accommodation and the agreed services. The prices stated in your booking confirmation apply and include statutory VAT. Breakfast is included in the accommodation price. Any additional services you request and expenses incurred on your behalf with third parties are charged on the terms agreed in advance.

The tourist tax is a local accommodation levy payable to the municipality and is not included in the accommodation price. The municipality sets the amount. We collect the levy at the applicable rate and ask you to pay it on site upon departure.

4 Deposit and payment

For your reservation, we ask for a deposit of 30% of the price of your stay, subject to a minimum of €150.00, in accordance with the details and deadlines in your booking confirmation. The deposit is credited towards the price of your stay or any cancellation charges due. We refund any amount paid in excess; if cancellation is free of charge, the deposit is refunded.

All amounts are billed in euros. Unless otherwise agreed, the balance is payable no later than departure. We accept the cards offered on site and cash payments within the limits permitted by law. Where payment on invoice has been expressly agreed, the amount is due within ten days of receipt of the invoice. Statutory provisions apply in the event of late payment.

Please provide any alternative billing details when booking if possible, and in any event before the invoice is issued. If you notice a discrepancy, please let us know promptly; your statutory rights remain unaffected.

5 Travel insurance and cancellation

As unexpected events can always arise, we recommend taking out travel cancellation insurance. You can calculate the premium and take out a policy directly with Europäische Reiseversicherung: [Take out travel insurance](#)

To cancel, simply send a message to info@amolaris.com; the date on which we receive your message is decisive. Cancellation is free of charge up to 30 days before arrival. For cancellations 29 to 20 days before the scheduled arrival date, we charge 30% of the total price of the stay. For cancellations 19 to 10 days before arrival, we charge 60%. For cancellations nine to three days before arrival, we charge 80%. For cancellations from two days before arrival onwards, we charge the full price of the stay. We also charge the full price of the stay in the event of a no-show, late arrival or

early departure. Any deposit already paid is credited towards the cancellation charges due. Insurance is optional; whether it covers cancellation charges depends on the terms of the relevant insurance policy.

6 Right of withdrawal

There is no statutory right of withdrawal for bookings with fixed dates of stay. You may, of course, cancel your stay under the cancellation conditions in section 5.

7 Arrival and departure

Your lodge or suite is available from 3:00 pm on the day of arrival. On the day of departure, please vacate the accommodation by 10:00 am. Please let us know your approximate arrival time. We are happy to arrange earlier access or a later check-out, subject to availability.

If the accommodation is vacated late without prior agreement, the full daily rate will be charged.

8 Occupancy and special requests

The accommodation may only be occupied by the confirmed number of guests. Additional guests, children sleeping on the sofa bed and special requests require our prior confirmation; entitlement to a particular unit within the booked category exists only if expressly guaranteed. Please report any shortcomings promptly so that we can put them right. Your statutory rights remain unaffected.

9 Dogs and consideration for others

Your dog is welcome to accompany you by prior arrangement; the number of suitable units is limited. Dogs are not permitted in the Garden SPA Select and Garden SPA Retreat categories. The supplement is €35.00 per dog per day. Please keep your dog on a lead in communal areas. Dogs are not allowed in the breakfast area, atrium or communal garden; they may accompany you onto the sun terrace above the indoor pool. Smoking is prohibited in all indoor areas.

10 Cancellation by Amolaris

If an agreed deposit remains unpaid after a reasonable additional payment period, we may withdraw from the contract. Statutory rights to withdraw from or terminate the contract may also apply if essential booking information has knowingly been misrepresented or if there are specific and serious risks to guests, staff or the safe operation of the property.

If force majeure or other circumstances beyond our responsibility make it impossible to provide the agreed service, we will inform you without delay. Payments for services not provided will be refunded in accordance with statutory provisions. Any further statutory rights remain unaffected.

11 Changes and liability

If confirmed accommodation is unavailable for a reason for which we are responsible, we will inform you without delay and, where possible, offer an equivalent alternative. If you do not accept this alternative, we will refund payments for services not provided; any further statutory rights remain unaffected.

Our liability is governed by statutory provisions. This applies in particular to death, personal injury and damage to health, as well as to items brought into the property by guests, under the relevant provisions of the Italian Civil Code. Please report any loss or damage as soon as possible so that we can establish what happened.

Statutory liability rules apply to damage caused by you or your dog and to any necessary additional cleaning. Normal wear and tear is not included. We will explain any charges based on the actual damage or work required.

12 Final provisions

For clarity for both parties, changes and additions are recorded in text form, for example by email. Individual agreements and any mandatory statutory requirements as to form remain unaffected.

Italian law applies. Mandatory consumer protection provisions and guests' statutory rights remain unaffected. Disputes are subject to the statutory rules on jurisdiction; any legally protected consumer jurisdiction is not excluded. If you have any questions, please contact us at info@amolaris.com.