

## Cancellation terms and policies

While booking, you will be asked valid credit card details as a guarantee (type, number, deadline, heading) or exceptionally an advance bank transfer of part of the amount due, quantified from time to time by the our direction, according to the lenght of your stay.

At the discretion of our direction, a pre-authorisation from your credit card can be made, starting any time after your booking.

In fact, the amount due to Terra e Lago is normally charged, or from you directly paid, during your stay or at the end of your stay, unless we receive your cancellation (see “Cancellation policies” below).

In case you have preferred an advance bank trasfer as a guarantee, we point out that this amount is not returned in case of cancellation, within any date from that of your bank transfer or the date of your expected arrival.

We inform our guests that we have no reception/lobby. We work through SELF-CHECK-IN (from 14.30 to 24), about which you will receive details before your arrival. You will be asked your ID on the following day at breakfast.

## Cancellation policies

If you choose an advance bank trasfer as a guarantee, please note that this amount will not be returned in case of cancellation, within any date compared to the date of your bank transfer or the date your expected arrival.

If you choose to give us your credit card details as mentioned above, Terra e Lago reserves the right to:

- not withdraw any amount, if the cancellation took place over 14 days before your expected arrival date
- withdraw 50% of the amount due for your stay, if the cancellation took place from 14 days to 3 days before your expected arrival date
- withdraw the total amount due if the cancellation took place from 2 to 0 days before your expected arrival date. The total amount due is also withdrawn in case you do not show in, from the day of check-in.

Moreover, Terra e Lago reserves the right to withdraw any amount corresponding to any possible damage caused to its facilities, rooms, furnitures, objects etc. during your stay or after your check-out.

AGRITURISMO TERRA E LAGO

VIA GARIBALDI 40

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