



TERMS OF SALE ROMEA FAMILY CAMPING

These terms of sale regulate the relationship between the Romea Family Camping, managed by the company Campeggio Romea S.r.l., and the Guest.

Reservation, down payment and balance

The guest over 18 years old can book a stay in a mobile home, bungalow or pitch on our website www.campingromea.it, by contacting our booking office by telephone on +39 0544 446311, by e-mail at info@campingromea.it or by WhatsApp on +39 370 3009041. In all the above cases, the Guest will receive an e-mail summarising the reservation made.

a) Direct Booking or Best Web Rate

The reservation will be considered confirmed by the Campsite only after the payment, by way of a deposit, of an amount equal to 30% of the total amount for the stay. This amount can be paid, in the case of direct booking in the following ways:

- CREDIT CARD
- BANK TRANSFER

In case of booking with Best Web Rate by CREDIT CARD.

Failure to pay the deposit by the deadline indicated at the time of booking will result in it being automatically cancelled.

The balance can be paid on arrival at the Campsite or within the day before check-out at the Reception, together with the payment of the City Tax according to the regulations of the Municipality of Ravenna. Payments can be made in cash (up to a maximum of € 4999.99) or by debit or credit card (VISA, MasterCard, Maestro, Bancomat, VPay).

Website reservation with Non-Refundable Rate

The reservation will be considered confirmed by the Campsite only after the payment of the entire amount of the stay. This amount can be paid in the following ways:

- CREDIT CARD
- BANK TRANSFER

At the arrival to the Campsite or within the day before check-out, the Tourist Tax must be paid at the Reception according to the regulations of the Municipality of Ravenna, together with any extra services purchased at arrival or during the stay.

b) Pets (dogs and cats)

Pets are accepted in the number of one per accommodation or pitch and only on request, subject to notification of the breed. They must be registered with the Canine Registry Office, be provided with the health booklet and vaccination certificate, and they must have their own insurance cover.

At the Campsite Management's discretion, breeds or canine specimens considered potentially aggressive or dangerous (by way of example but not limited to: Molossoids, Dobermans, Dogo, Pit Bulls, Amstaff, Rottweilers, Huskies, American Bulldogs, Shepherd Dogs, Corso Dogs, etc.) are not allowed on the Campsite. The Management also reserves the right not to allow pets on the Campsite for reasons of overcrowding or for reasons of hygiene conditions. For further information, please refer to the General Regulations.

Access to the Campsite

On arrival at the Campsite, all guests must go to Reception for registration, with a valid identity document; people without an identity document (in original) will not be admitted.

Upon entry, guests will receive a map of the Campsite containing safety procedures and rules of conduct, which they are asked to read carefully and comply with. They will also receive an identity bracelet that must be worn throughout their stay.

ARRIVALS AND DEPARTURES PITCHES:

Check-in

from 12 noon

Check-out

by 12 noon

ARRIVALS AND DEPARTURES MOBILE HOMES/BUNGALOWS:

Check-in

keys delivery from 16.00

Check-out

return of the keys by 10.00 a.m.

Cancellation of reservation - change of reservation - late arrival / early departure / no show

1. Cancellation of a direct booking or booking with Best Web Rate

The Guest may cancel the reservation free of charge up to 30 days before arrival. The deposit paid will be refunded according to the payment method used by the Guest, i.e. bank transfer or credit card.

The cancellation notice must be sent in writing to the e-mail address info@campingromea.it, stating:

- reservation holder;
- period of stay;
- holder of the bank account;
- IBAN and bank name (the SWIFT code is also required for foreign transfers)

In the event of a cancellation made after these deadlines, the Campsite will retain the full amount of the deposit equal to 30% of the total booking.

1.1 Cancellation of a reservation in the case of a Non-Refundable Rate

In the event that the Guest cancels a reservation with a non-refundable rate, no refund is due.

2. Reservation changes

Any requests for change the booking, relating to the dates of stay or the type of service requested, must be send in writing to Reception via e-mail to info@campingromea.it or via WhatsApp to +39 3703009041.

The Campsite, if there is availability, will formalise the change, which must be accepted by the Guest. The deposit will remain valid.

If there is a change in the dates of the stay, the Guest also accepts any adjustments to the rate according to the price list.

If there is no availability for the change of the period of the stay, the guest may cancel the reservation free of charge on condition that he/she formalises the cancellation no later than the 30th day before the beginning of the stay.

In the event that the Guest modifies a reservation made with a Non-Refundable Rate, he/she shall pay the difference in price directly to the Campsite, if the changes result in an increase in the rate; if the changes result in a reduction in charges, there shall be no refund.

3. Late arrival / Early departure / No show

In case of late arrival, or early departure, compared to the dates of stay booked without having changed the reservation, there will be no refund for the days not used and the Guest will be required to pay the full amount for the stay initially booked and confirmed by the Campsite.

The Guest who, after having checked in, wishes to extend his/her stay, may communicate this to the Reception of the Campsite for the verification of availability and conditions of stay.

The Guest, with the reservation, expressly accepts that the Campsite is not responsible for the inability to provide the requested service due to force majeure or by order of the competent authorities. In such circumstances, we reserve the possibility of refunding the deposit.

In case of no show the property will retain the full amount of the deposit equal to 30% of the total booking, in the case of direct booking or Best Web Rate. In case of booking with Non Refundable Rate will be retained the full amount paid.

Special offers

In the case of special offers there may be different payment methods attached to them or different cancellation policies. The specific conditions are indicated in the offer itself and in the e-mail summarising the booking and take precedence over the general conditions.