



Relais Isole del Sud
Contrada Cala Creta, 107
92010 Lampedusa e Linosa (AG)
Italy

Cell: +39 327 1592980
Email: info@relaisioledelsud.it

Terms and Conditions

Reservations

At the time of booking or upon check-in, we will collect your credit/debit card details and you authorise the use of this card for any sums that become owing to us. We shall also have the right to require full payment in advance or a deposit at the time of booking if so agreed. No Booking shall be considered confirmed until the details and/or payment/deposit described in this section have been provided.

Rates and Charges

The prices displayed on the Website are average per week and per person prices, applicable at the time of formal reservation. Any additional services or VAT (at the prevailing rate) shall be included only if expressly specified.

A minimum length of stay, deposit, cancellation charge and other conditions may apply to certain rates, as specified from time to time.

Price lists for additional items, such as restaurant meals and room service, will be on display and available at the Hotel and on request.

Check-in/ Check-out Requirements

For security purposes and to prevent frauds, upon check-in guests may be required to confirm their identity by providing their booking reference; their passport/identity card/driving licence and a valid credit or debit card which will be swiped in the presence of the card holder. These records will be kept for at least 24 months and may be disclosed or made available for inspection by any police officer or as otherwise required by applicable law in connection with the prevention or investigation of crime. The information above shall be requested for each member of your family or group, and we reserve the right to refuse entry to persons who cannot provide the information set out above.

Unless otherwise stated on the booking confirmation, Guests may check-in at any time from 2.00 p.m. on the scheduled day of arrival. All rooms that have been secured by credit/debit card or prepaid at the

time of booking will be held until 11:59pm on the scheduled day of arrival unless otherwise agreed directly with the Hotel. Any non-secured reservation will be held until 6.00 p.m. on the day of arrival at which time we will be entitled to re-let the room, unless the guest has notified the hotel of late arrival. On the day of departure, we kindly ask all guests to vacate their rooms by 11:00 am (unless a later departure has been agreed in your booking confirmation). Late check-out after this time can be requested subject to availability and will be charged at an hourly rate at the discretion of the Hotel. Rooms are subject to maximum occupancy rules set by the Hotel. For further information and details, please contact the Hotel.

Payment

We accept the following methods of payment: credit cards: bank wire transfer before arrival, MasterCard/Diners International, Visa; debit cards – Visa and Visa/Electron.

For advance reservations, the card used for booking must be presented on arrival, along with the card owner's ID.

At the time of check-in, we will authorise the accommodation charges (room rate, VAT and any service charge) and any extra services agreed for the duration of your stay against your credit/debit card. We may also choose to accept a deposit in place of payment card authorisation by another valid form of payment, there including cash or cheque.

During your stay the Hotel's system will calculate any extra services charged to your room on a daily basis.

All outstanding or additional charges must be paid for in full on check-out from the Hotel. If staying for several days at the Hotel, we may require you to make payment for any outstanding charges on a more frequent basis during your stay.

Cancellation Policy and No Shows

The cancellation policy may vary, therefore the cancellation terms indicated on your booking confirmation shall apply.

Changes or Cancellation by the Hotel

In extraordinary circumstances, we may need to cancel your Booking. In such circumstances you will be given a full refund but we shall have no further liability to you arising out of such cancellation. We will, however, use reasonable endeavours to try and re-locate any confirmed Booking cancelled by us to an alternative location similar in standard to the Hotel.

Cancellations made by the Hotel due to force majeure events (listed below) and that cannot be reasonably controlled shall not involve any responsibility for the Hotel and the Company, neither in terms of refunds nor guest relocation.

Damage

We reserve the right to charge your credit or debit card for any damage incurred to your room, its facilities or furniture, or the Hotel during your stay (including without limitation specialist cleaning) or for any items that are missing when you leave.

Accessibility

Please contact our Reservation Office on [+39 327 1592980](tel:+393271592980) to discuss specific individual requirements and the availability of appropriate accommodation, and we will do our best to accommodate your needs.

No Smoking

Guests are not permitted to smoke in rooms or public areas.

Minors and children

All minors (a person under 18 years of age) staying at the Hotel must always be accompanied by an adult. In addition, children must be supervised by an adult at all times.

Cots are available on request at the time of booking. The related additional charges will be indicated at the time of booking.

Babysitting

Our guests may request a babysitting service. We recommend that arrangements are made in advance to avoid disappointment. Your contract will be direct with the babysitting agency and not with the Company.

Pets

Pets are allowed only subject to prior agreement at the time of booking. Additional costs, which shall be specified at the time of booking confirmation by the Hotel, shall apply.

Personal Information

All personal information shall be stored and used by us in accordance with our Privacy and Cookie Policy, which are available on our website www.relaisoledelsud.it/privacy .

Force Majeure

The Company may not be held liable and will not pay any compensation, indemnification or refund where the performance of its obligations is prevented or affected directly or indirectly by, or as a result of force majeure events or any circumstances beyond its reasonable control there including, but not limited to, flood, earthquake, extreme adverse weather conditions, natural disasters, other acts of God, pandemia, acts of terrorism, fire or failure of electric power, gas, water, or other utility service, plant machinery, computers, vehicles or any collapse of building structures.

Limitation of Liability

The Company managing the Hotel Relais Isole del Sud shall not be responsible for the loss or damage of any property left in the Hotel, under applicable law.

The Company may not be held liable for any indirect, consequential or pure economic loss or any loss of profit, goodwill or opportunity (whether caused by the negligence of the Company, its employees, contractor or agents or otherwise). The Company's total liability shall not exceed the amounts received by the same Company it under the Contract (written agreements) with the clientele.

Governing Law and Jurisdiction

The Contract and any non-contractual obligations arising in connection therewith shall be governed by Italian law.

The Court of Modena, Italy. shall have exclusive jurisdiction to determine any dispute arising in connection with the Contract, including disputes relating to any non-contractual obligations.

Each party irrevocably waives any objection which it may now or later have to proceedings being brought in the Court of Modena, Italy.

Website Information

While all reasonable efforts have been taken to ensure the accuracy of information on the Website, the Company does not accept responsibility for errors or omissions and reserves the right to amend, cancel or vary any of the arrangements and descriptions featured on the Websites without prior notice. Please note that in certain circumstances, generic photographic images have been used to represent the island and the general style of the rooms.

The content of the Website is the copyright of the Company, and may not be copied, reproduced, published, distributed or amended without our prior written consent.

Trade marks used on the Websites are the property of the respective owners. Hyperlinks to third party websites are provided for the readers or users' convenience. We cannot accept responsibility for the content or use of third party sites.

The Website is operated by the Company Immobiliare Dall'Arca Srl.

[Download Attachments](#)