

BOOKING REGULATIONS AND CONDITIONS

Booking Fee:

- A fixed fee of **5.00 €** is required for each reservation.
- This amount is **non-refundable** under any circumstances, even if the Cancellation Protection is purchased.

Cancellation Protection (VALID ONLY FOR PITCHES):

- At the time of booking, it is possible to activate a **Cancellation Protection** for an additional fee.
- This protection covers the amount paid (excluding the 5.00 € booking fee and the cost of the protection itself) only in the event of cancellation due to **documented medical reasons**.

Refund Conditions:

- To obtain a refund, it is mandatory to provide a **medical certificate** proving the inability to take the holiday.
- The certificate must be sent by e-mail no later than **7 days** before the scheduled arrival date.
- If the documentation is not sent within this timeframe, the protection will not be considered valid, and no refund will be issued.

Cancellation without Protection:

- In the event of cancellation without having purchased the Protection, the entire amount paid (including the 5.00 € fixed fee) **will not be refunded**.

Arrival Time Limit:

- Guests with a reservation are required to arrive by **6:00 PM** on the day of arrival.
- Any delays not communicated in writing (via e-mail or WhatsApp) by that time will result in the **automatic cancellation** of the reservation and the release of the pitch.