



General Terms & Conditions

Validity

The agreement controls the relationship between the customer (the client) and the hotel. By signing the agreement, both parties accept and are committed to the terms and conditions set forth and specified in the agreement. At the same time, the client takes on the financial and legal responsibility for all goods and services specified in the contract.

Booking

Upon booking the event, a specification of the number of participants, room nights, and other goods and services that the hotel shall provide, must be presented. Based on this, the contract offer will include a cost-estimate for the event, as well as terms of payment.

Rates

The rates are in EURO and include VAT and applicable service charges.

All rates are binding for both parties. However, the rates are subject to change if unexpected increases in taxes, cost of goods, or other factors outside of the hotel's control should occur.

A reduction of more than 30% of the contracted services may cause the hotel to change the rates specified in the contract.

Event details

A rooming list, all special requests and a detailed event program should be submitted to the hotel at least 2 days prior to arrival.

Check in and check out

Rooms are available from 2pm on the day of arrival. Checkout is 12am on the day of departure. However, a later check-out can be arranged on an individual basis. There may be an additional charge for this service.

Indemnity

The hotel accepts no responsibility for the possessions of guests outside of the safe that will be inside their rooms.

Complaints

Any notice of claim should be presented without delay to info@hotelpatria.it, preferably prior to departure. Undisputed charges must be settled within the day of payment.

Force Majeure

The client will receive no compensation if the hotel must cancel the event because of Force Majeure incidents.

Dispute settlement

The client and the hotel herewith agree that the Italian court of law is the right forum for dispute settlement, and that Italian law governs the settlement of any disputes concerning goods or services sold under the contract.



General

All changes and cancellations must be communicated to the Hotel in writing to info@hotelpatria.it

Cancellation

The main cancellation policies are:

- For refundable reservations: Cancellation without penalty no later than 12.00 (Italian time) 1 (one) day before arrival. In case of no-show, modification or cancellation after this deadline, a penalty equal to the amount of the first night (including VAT) will be applied.
- For non-refundable reservations, advance payment of the total amount is required at the time of booking made on our web site www.hotelpatria.it. In case of no-show, cancellation, or modification of the dates of the reservation, names of the Customers or types of the rooms, a penalty equal to 100% of the amount of the reservation made will be applied.

Hotel Patria reserves the right to change cancellation policies/penalties based on new products and Special Offers. These changes can only be applied to future bookings and will not change the conditions of the rates already chosen and booked by our Customers'

TERMS OF PAYMENT

The hotel reserves the right to demand advance payment or banker's guarantee for as much as 100% of the contractual cost-estimate. Detailed terms regarding deposit or advance payment must be agreed upon prior to signing the agreement and should be confirmed by accepting of Terms of Rate plan of the booking chosen. Moreover, the hotel reserves the right to do a credit check and perform its own credit evaluation of the client, prior to signing the contract.

If nothing else has been agreed upon, the hotel's preferred method of payment is by credit card.

If some charges are to be paid for by the individual attendees, the client must notify them about this. Should the attendees fail to pay all charges incurred, or upon checkout claim a charge agreement with the client of which the hotel has not been made aware, the client becomes financially responsible for the charges.