

Alagundis Apartment Residence T&C – General terms and conditions 2021 – 2022 – 2023

Arrival and departure:

On the day of arrival, the apartment is at your disposal from about 3 pm.

On the day of departure, we kindly ask you to leave the apartment by 10 am.

Payment options:

In cash up to a total amount of € 1,999.00. In advance of your stay, you can pay by bank transfer. If you prefer paying before your departure at our house, you can do so also by ATM card. We do not accept all credit cards. After verification, we accept credit cards that have an integrated travel cancellation insurance. As long as the card does not come with above-average deductions, as it is the case with American Express cards for example, it is fine for us.

Offer/Booking:

All offers sent to you by us are non-binding until our confirmation. On request, the apartments are offered in parallel until booking. After the booking of a guest, we send the confirmation with duration of the stay, price, apartment type and number of persons. The booking is thus provisionally reserved for you. Only after we received the deposit, the booking becomes legally binding on our part. In the case of regular guests or short-term bookings, we often point out that no deposit is required. A booking agreement of this type is also binding for both parties.

Deposit:

The amount of the deposit is calculated based on the total amount of the booked stay (usually from € 150,00 to € 300,00). The deposit is a guarantee of your booking up to 6 weeks before the day of arrival. For fiscal reasons the deposit can never be refunded. However, depending on the circumstances and the reason of cancellation, we usually grant a discount for a further stay in our house, in the amount of your deposit. The deposit is also transferable to another person (valid for max. 2 years with a minimum stay of 6 nights).

Cancellation within 6 weeks before the date of arrival:

In case of cancelling the reservation within 6 weeks before your arrival date, 90 percent of the booked price, minus the tourist tax, the final cleaning and the deposit fee. An apartment is not a hotel room and therefore very difficult to rent at short notice. Should we be able to rent your reserved apartment completely or partially to other guests after your cancellation, we will (not obligatory for us) grant a credit note calculated by us after considering the reason for your cancellation (only if it was a stay of minimum 6 nights). The conditions mentioned here are also valid in case of late arrival or early departure.

Late arrival or early departure:

Our guests are free to arrive late or depart early. In any case the booked period has to be paid. In case of late arrival, we ask you to inform us in time.

Prices – VAT – tourist tax:

All our prices include VAT of 10 percent (as of 2021). If there is a legal increase or a reduction, the price of the stay will be adjusted accordingly. For each person over 14 years, we are obliged by the municipality of Lagundo to collect a tourist tax in the amount of € 1.40 per person/night (as of 2021). According to the announcement of the municipality of Lagundo, an increase to € 2.00 per person/night will already take place in 2022.

COVID-19:

The terms and conditions mentioned here apply. If entering to South Tyrol is no longer possible by law, such as in spring of 2020, the cancellation fee does not apply and we as hosts are also released from any compensation obligations. The deposit can be credited for a longer stay (valid for max. 2 years). However, should it be possible entering the country without major restrictions, as it was the case in summer and autumn 2020, our terms and conditions mentioned here remain legally binding.

House, recreational facilities, pool, weather and noise nuisance:

The use of recreational facilities on our property is at your own risk. Non-swimmers may only enter the pool under adult supervision. Guests who wish to swim must not be disturbed, for example by playing with a ball or jumping in the pool. All guests are requested to behave considerately towards other residents. Children's behavior is the responsibility of their parents or legal guardians. As hosts, we always strive to ensure a pleasant and quiet stay for all guests. We are not liable for external influences, such as weather or noise nuisance in and around our house. Should guests behave inappropriately or disrespectfully towards other guests or the hosts, we are free to expel them from the house without further discussions. The price to be paid is calculated as followed: 100 percent of the price will be charged for the stay made. The charge for the remaining, unused, period of stay is 90 percent of the booked price.

Smoking:

Smoking is not allowed in the apartments. It is permitted on the balconies and outside.

Dogs:

Dogs are accepted in limited numbers, on request and against payment – provided that they are clean, quiet and well behaved. They do not have access to the outdoor pool and sunbathing area.

Damages:

Damage caused by the guests on furniture and the entire facility will be charged. Special care should be taken with sunshades, awnings, balcony doors, venetian blinds and garage doors.

Theft:

We are not liable for any theft. We ask for your caution and personal responsibility. For valuables we recommend locking them in the safe, which you can find in every apartment.

Jurisdiction:

The place of jurisdiction is always the city of Merano. All situations not described in detail here are subject to Italian law and are considered accepted by the tenant (you) and the landlord (us) from the moment of booking.