

# *Palazzo del Poggiano*

## TIMES:

- Check-in from 14.30 to 19.00; check-out until 11.30.

For arrivals and departures at times other than the ones stated above, we need to check first whether the rooms and reception staff are available.

We do not have a 24/7 reception service.

- We ask our guests to kindly let us know their approximate arrival time, or delays.
- Unless agreed upon beforehand, breakfast is served from 8 am to 10 am.

## BOOKING, PAYMENT AND CANCELLATION POLICY

- To confirm your booking, a credit card is required as guarantee. We will send you, by email or sms, a form in which you will enter your credit card details.

- Payment can be made with credit card (Visa or Mastercard circuit), debit card or cash within the limits of the Italian Law.

- Cancellation of the reservation will be possible without penalty up to 5 days before arrival. In case of cancellation between 4 and 2 days before arrival, 30% of the total cost of the stay will be charged; in case of cancellation on the day before arrival, 50% of the total cost of the stay will be charged; In case of cancellation on the same day or no show, an amount equal to the cost of the entire stay will be charged.

(Please notice: in the 5 days before your arrival, it is possible to pre-authorize an amount up to the total amount of the entire stay. Pre-authorization does not imply any charge).

- At certain times of the year, or in conjunction with fairs and events, our cancellation policy might change. Information will be provided at the time of booking request.

- If you leave the mansion before the established departure date, no refunds will be made.

## GIFT CARDS

Prepaid gifts-cards are non-refundable. The Gift-card recipient is required to contact Palazzo del Poggiano to arrange a date of use.

## CONDITIONS OF STAY

- When you arrive at our mansion, you must show a valid ID card or passport to enable us to register you, according to the Law.
- We change the bed and bathroom linen every 3 days.
- The rooms are cleaned every day.
- No cooking is allowed in the rooms.
- No external guests can be admitted to the rooms.
- Our mansion is entirely non-smoking.
- Our rooms do not have a safety deposit box, therefore we kindly ask our guests not to leave any valuables in the rooms and in the common areas, and we do not accept responsibility for any theft or loss.