

Hotel Ca’ del Bosco

Via Monte Cernera, 10
32020 Selva di Cadore (BL)
Località Santa Fosca - Dolomites - Italy
Phone +39 351 5207248 (WhatsApp included)
www.hotelcadelbosco.it
CIN: IT025054A16WXAR3DJ

General Terms and House Rules

We kindly ask you to read this document carefully, so that there is no doubt about the terms and internal rules of our hotel and your stay can be as pleasant and relaxing as possible.

Please observe the times set out below.

The surcharges applied when these times are not respected mainly cover the extra pay (weekday, holiday and night overtime, plus the related social security and insurance contributions) owed to the staff who make themselves available beyond their regular working hours to meet your particular needs, habits or unforeseen delays.

In particular, please respect the opening times of the dining room for dinner and breakfast: any delay on your part obliges the management to pay the entire kitchen team an extra allowance.

What is included

Your stay is offered on a “ROOM + DINNER” basis.

Hotel Ca’ del Bosco in Selva di Cadore does not include breakfast in the price of the stay, but it does include dinner, chosen each day from three first courses, three main courses and an excellent and varied selection of desserts.

Breakfast offers around 90 different options, served directly at the guest’s table and often freshly prepared.

Breakfast, like dinner, can be ordered through our simple and enjoyable “Club del Bosco” app, within the times shown below. You can choose among the different options, change them or cancel them.

The “Club del Bosco” app lets you keep track of every order: each time you place, change or cancel an order you will receive an automatic email confirming its status. Dinner can also be ordered

through the “Club del Bosco” app and will always show a price of “Zero Euro”.

We are firmly committed to fighting the food waste typical of the “buffet breakfast”, where some items that are displayed but not eaten have to be thrown away every day, with the added risk of contamination that the Covid pandemic has recently highlighted.

We also believe that the price of breakfast should reflect what each guest actually eats, rather than a standard flat rate for everyone. After all, we are not all the same.

With this in mind, offering a quality dinner included in the price of the stay, with a table reserved in the hotel restaurant, is an option we know our guests greatly appreciate, especially after a busy day outdoors, when they would rather not go out again for dinner.

Moreover, as there are few restaurants in the area, and some of them require you to choose between two evening sittings, being able to enjoy a relaxed dinner at the hotel is very much appreciated by our guests.

Booking options

When booking, you can choose between two options, both offered in our quotation:

- **Booking with a confirmation deposit**: the booking is confirmed once a confirmation deposit of 30% of the price of the stay has been paid (excluding the tourist tax and any covered parking space). The deposit can be paid by bank transfer, within 72 hours of booking, or by online electronic payment. The balance is paid at the hotel.
- **Prepaid rate**: the full price of the stay is paid online at the time of booking, with a 10% discount on the price of the stay. At the hotel you will only pay the tourist tax and any extras.

The two options have different cancellation policies, described below.

Cancellation policy – Booking with a confirmation deposit

The 30% confirmation deposit paid, calculated on the price of the stay and excluding both the tourist tax and the cost of any covered parking space booked, is non-interest-bearing and governed by Article 1385 of the Italian Civil Code.

You may wish to take out specific travel insurance to protect the amount paid in case you need to cancel your booking.

Cancellation policy – Prepaid rate (10% discount)

With the prepaid rate, the full price of the stay is paid at the time of booking. If you cancel, the amount paid for the stay is refunded, less the cancellation fees set out below. The fee depends on the number of days remaining before the scheduled arrival date when we receive your cancellation request.

There are two tables, depending on your arrival date.

A) Standard period

Cancellation received	Cancellation fee
30 days or more before the arrival date	No fee: only EUR 40.00 is retained to cover administrative costs
29 to 15 days before the arrival date	40% of the price of the stay
14 to 8 days before the arrival date	70% of the price of the stay
7 days or less before the arrival date, or no-show	100% of the price of the stay

B) High season

Applies to stays with an arrival date from 26 December to 9 January and from 1 August to 21 August.

Cancellation received	Cancellation fee
45 days or more before the arrival date	No fee: only EUR 40.00 is retained to cover administrative costs
44 to 30 days before the arrival date	40% of the price of the stay
29 to 15 days before the arrival date	70% of the price of the stay
14 days or less before the arrival date, or no-show	100% of the price of the stay

Further conditions of the prepaid rate

- **Covered parking space**: the amount paid for the parking space is always refunded in full, except when the 100% cancellation fee applies.
- **Change of dates**: you may change the dates of your stay once, free of charge, provided that the request is made while cancellation is still free of charge and subject to room availability.
- **Refunds**: refunds are made by bank transfer only, to the bank account indicated by the guest.
- **Late arrival and early departure**: these do not entitle you to any refund (see the following section).

Late arrival - Early departure

In the event of late arrival or early departure, the full amount shown in our quotation, accepted at the time of booking, remains due. We are therefore unable to offer any reversals, discounts, offsets or refunds.

You may wish to take out specific travel insurance to protect your booking against unforeseen events occurring before or during your stay.

Check-in / Check-out

Check-in, when you can arrive at the hotel and take possession of your room, is between 2.30 pm and 7.30 pm.

After this time, and only by prior arrangement with the management:

- by 8.00 pm: surcharge of EUR 20.00 per room booked (dinner is guaranteed if you enter the dining room by 8.00 pm);
- by 9.30 pm: surcharge of EUR 40.00 per room booked (dinner is no longer possible);
- by 10.30 pm: surcharge of EUR 60.00 per room booked (dinner is no longer possible).

Check-in is not possible after 10.30 pm.

Check-in on the day following the scheduled arrival date is possible from 7.30 am to 10.00 am.

After this time the booking is considered cancelled (no-show) and the confirmation deposit, or the prepaid amount, is forfeited according to the conditions set out above.

Check-out is by 10.30 am. After this time:

- room vacated by 11.30 am: surcharge of EUR 30.00 per room;
- room vacated by 12.30 pm: surcharge of EUR 60.00 per room;
- room vacated after 12.30 pm and no later than 1.00 pm: surcharge of EUR 150.00 per room.

Breakfast / Dinner

Dinner is served between 7.30 pm and 8.00 pm. Entry to the dining room is not permitted after 8.00 pm.

- Dinner served after 8.00 pm (on request, but not guaranteed): surcharge of EUR 70.00 per room.

Please be on time, as the dining room must be cleared for tidying at 9.15 pm.

Breakfast is available between 7.30 am and 9.30 am. Entry to the breakfast room is not permitted after 9.30 am.

- Breakfast served after 9.30 am (on request, but not guaranteed): surcharge of EUR 30.00 per room.

Please be on time, as the breakfast room must be cleared for tidying at 9.45 am.

Strictly no smoking

Smoking is strictly prohibited in all rooms and common areas.

We hand over a clean, fresh room to you and ask you to return it in the same condition.

If we find that your room has been misused because of smoking (or for any other reason), we will ask you to leave the hotel immediately.

Professional cleaning of all the textiles in the room costs EUR 200.00, which will be charged to any guest who breaks the no-smoking rule, together with EUR 150.00 per day for each day the room is out of use while it is restored and made fit for use again.

Room cleaning - “Do not disturb” policy

Daily cleaning and tidying of the rooms is both an obligation and a necessity for our hotel, not least to check for any problems or faults of any kind that may arise in the rooms.

Our rooms are made available to guests according to normal hotel practice, which does not allow rooms to be occupied permanently and without interruption, but leaves our staff time to tidy, clean and fix any problems.

Rooms are tidied and cleaned free of charge, of course, if the guest leaves the room by 12.00 noon.

After this time, room cleaning costs EUR 50.00, as we will have to ask our staff to work overtime.

Visitors

To protect the privacy of all guests and the security of our hotel, outside visitors are not allowed in the rooms, not even for a short time. Please take careful note of this rule, to avoid any unpleasant discussion.

Your friends, acquaintances and relatives are welcome at Hotel Ca’ del Bosco, provided that you introduce them to the management and that they do not enter the rooms. You are welcome to receive them in our comfortable lounge or on our summer terrace.

You may also invite them to dinner, after checking availability with the management.

Pets

We do not accept animals of any kind or size.

Tourist tax

The Municipality of Selva di Cadore applies a tourist tax, which accommodation providers are required to collect in accordance with Municipal Council Resolution no. 18 of 31.08.2017.

The tax is EUR 2.00 per person per night, up to a maximum of 10 consecutive nights.

Some categories of guests are exempt: for more information, please contact the Municipality of Selva di Cadore (protocollo.selva@agordino.bl.it).

The amount of the tax is shown in our quotations. It is not included in the deposit or in the prepaid rate and is paid directly at the hotel.

Children

Hotel Ca’ del Bosco caters essentially for adult guests. Children may stay only if they have already reached the age of 12.