

General Conditions

Rates and Cancellation Policies

Refundable Rate: the reservation can be canceled free of charge up to 5 days before the arrival date.

- After this period: the full stay will be charged.
- In case of no-show: the full stay will be charged.

Non-Refundable Rate: the total amount of the booking is charged at the time of confirmation. In case of cancellation, modification, or no-show, the amount will not be refunded.

Invoicing

- If you wish to issue the invoice in the name of a company, it must be requested at check-in and the company details must be provided promptly. Otherwise, a personal tax receipt will be issued.

Payment and Guarantees

- The payment for the refundable rate stay must be completed 3 days before arrival.
- For direct bookings (not through portals such as Booking or Airbnb), the property reserves the right to pre-authorize €50 on the credit card as a deposit for possible damages or extras.

Tourist Tax

- Not included in the room rates (included only for Airbnb bookings). The amount is 7% of the total excluding VAT, with a maximum of €5 per person per night, except for exemptions provided by the Municipality of Bergamo.
- Room rates include 10% VAT.

Damages and Liability

- The Management reserves the right to charge any costs for damage or theft caused by the guest during the stay.

Online Check-in

- Mandatory: must be completed before arrival, together with the balance of the stay. Only then will the access codes to the property and room be sent.

Check-in and Check-out Times:

- Arrival: from 3:00 p.m. For check-ins after 10:30 p.m., prior notice to the property is required.
- Departure: by 10:00 a.m.

Exemptions from the Tourist Tax:

- a) minors
- b) patients receiving medical treatment at healthcare facilities within the municipality and one accompanying person
- c) persons assisting hospitalised patients, limited to one accompanying person per patient
- d) parents or accompanying persons assisting minors under 18 years of age hospitalised within the municipality, up to two persons per patient
- e) members of the Armed Forces, Law Enforcement (State Police, Carabinieri, Guardia di Finanza, Penitentiary Police), and the National Fire Brigade staying for service reasons
- f) officially recognized professional tour guides
- g) group leaders of organized groups (one per 25 paying guests) and accompanying teachers during school trips (one per 15 students)
- h) persons with disabilities certified under Law 05/02/1992, No. 104, and one accompanying person
- i) guests staying at recognized Youth Hostels as defined by regional tourism law.

Exemptions under points b), c), and d) require presentation to the accommodation manager of a medical certificate from the healthcare facility, showing the patient's details and treatment period.

The accompanying person must also declare, pursuant to Articles 46 and 47 of Presidential Decree 28/12/2000, No. 445, that the stay is for the purpose of assisting the patient.