



HOTEL TEMPIO DI PALLADE

Terms and Conditions of Reservation & Payment Policy

Please carefully read the terms and conditions of reservations stated below. Each reservation, after its confirmation, has the value of a contract in accordance with current Italian legislation. The contract is binding on the person making the reservation and to all other persons mentioned in it.

In this document the terms "you", "your", "yours" refer to all the personnel listed in the reservation (including names added or replaced at a later time). "We", "our" and "ours" refer to the Hotel "Tempio di Pallade".

The term "providers" refers to any third party that can provide services directly related to your stay.

➤ Reservation methods

A reservation can be made through the following:

- **online**, a reservation made on our official website www.hoteltempiodipallade.it ;
- **in person**, by presenting at the reception of the Hotel and accepting the terms and conditions;
- **through e-mail, fax with a request for availability and price quote.**

Although you can obtain preliminary information on a living room also with a simple telephone request, it is always necessary to send a written request by e-mail (info@hoteltempiodipallade.it) or fax (+39 06 77072040) with availability request and budget and wait for our answer.

Given that the cost of reservation and the guarantee we request varies according to the type of reservation you choose ("STANDARD type" or "NON-REFUNDABLE" reservation), we will respond to inform about availability, the overall cost of living for the two different types of fare and the various guarantees that you will have to provide.

➤ Selection of Reservation Type / Rate

“STANDARD” Reservation

This kind of reservation can be amended or cancelled before 48 hours of arrival (before 00:00 CET), no charges will be applicable if cancelled in this time period.

In case of cancellation / amendment requested not before 48 hours of arrival or NO-SHOW, the penalty will be the first night.



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Any change request in excess of such limit may be accepted, in our sole discretion, subject to the availability and seasonality; if the move request booking covered a period for which the price is higher than the amount paid you will be required to pay the difference.

Required guarantee (pre-authorization)

- This reservations category demands a pre-authorization, the cost of first night. As of that our guest's who chooses STANDARD reservations has been requested to furnish a valid credit card number and expiry, along with a written authorization to the Hotel, that you accept the payment condition.

In fact, we reserve the right to pre-authorize your credit card requiring a pre-authorization of belonging to the banking system. Pre-authorization guarantees us the temporary availability of the required amount to ensure that the credit card is valid.

Note: some lenders communicate to cardholder's authorization requests; in which case statement may bring a temporary restriction of credit, the limit will be at most equal to the first night. This limitation, however, does not constitute a payment.

NO AMOUNT IS EMBEDDED and at check-in you will have the right to decide the type of payment you want to pay for the entire stay (cash, credit card: same or different) .

Note: The pre-authorization will automatically expire after 40 days from the application date and the amount is then released; this time can be reduced with the request to our Reception to affect the closing of reservation: purchase and its reversal.

In case of declined transaction or insufficient fund with negative results you will be advised and the booking will be cancelled. In this case we will have no obligations to you.

- **If you do not possess a credit card or in the event of your choice not to use it, you'll have to make a deposit equal to the first night by bank transfer or postal money order (see account details in a later section).**
- **Once you have made the bank transfer/Postal order, you have been requested to send us the copy via mail (info@hoteltempiodipallade.it), via fax 0039 06 77072040 within 3 days once received our proposal. It is most important that you specify your name, contact number and e-mail address when forwarding the copy, for receiving final confirmation voucher.**
- **The reservation becomes binding for us only when we get confirmation on the guarantee required. In the event that the deposit does not result constrained or credited within the time indicated, the booking will be considered cancelled.**

Note: The terms and condition for standard reservations are also applicable for MINIMUM STAY 3 NIGHT OFFER TOO.



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Final confirmation of reservation

- The final confirmation voucher (which has to produce at the check-in printed form) will be forwarded to you via mail or fax once we get all confirmations and authorizations necessary for price category choose. Any mismatch, misunderstanding, disagreement should be informed us within 4 days once received our confirmation voucher, otherwise no responsibility will be held on us.
- The total payment for the stay must be paid in full at check-in, penalty of cancellation; even then, if it will not be paid to arrival, the reservation will be cancelled.

“NON-REFUNDABLE” Reservation

This rate category is particularly discounted (low cost), no-cancellation and amendment are allowed.

Entire amount of this reservations will be charged against provided credit card at any time after your confirmation on the requested booking, by mutually accepted payment terms and condition.

- If you do not possess a credit card or in the event of your choice not to use it, you'll have to make a deposit equal to the first night by bank transfer or postal money order (see account details in a later section).
- Once you have made the bank transfer/postal order, you have been requested to send us the copy via mail (info@hoteltempiodipallade.it), via fax 0039 06 77072040 within 3 days once received our proposal. It is most important that you specify your name, contact number and e-mail address when forwarding the copy, for receiving final confirmation voucher.
- The reservation becomes binding for us only when we get confirmation on the guarantee required. In the event that the deposit does not result constrained or credited within the time indicated, the booking will be considered cancelled.

Required guarantee (advance payment)

Payment of full amount is not refundable under any circumstances.

In case of cancellation or no show we will be charged the full amount.

Final confirmation of reservation

- The final confirmation voucher (which has to produce at the check-in printed form) will be forwarded to you via mail or fax once we get all confirmations and authorizations necessary for price category choose. Any mismatch, misunderstanding, disagreement should be informed us within 4 days once received our confirmation voucher, otherwise no responsibility will be held on us.



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- The total payment for the stay must be paid in full at check-in, penalty of cancellation; even then, if it will not be paid to arrival, the reservation will be cancelled.

➤ **Bank/Postal Account Details for Payment**

- Bank Transfer

Beneficiari: TEMPIO 2003 s.r.l.

Banca Popolare del Lazio: Agency No. 2 of Rome

Via Labicana, 6 00184 Rome

C/C 190522051 - ABI 05104 CAB 03201

IBAN: IT 45 M 05104 03201 CC0190522051

BIC Swift: BPLZIT3V

- Postal Transfer

TEMPIO 2003 s.r.l. Via Giovanni Giolitti 427

00185 Rome

P. IVA (VAT no.) 07485461003

➤ **Upon Arrival at the Hotel**

- Present your voucher for check-in, then you will be requested for full payment of the entire stay in the form most pleasing to you: cash, credit card or other same (Visa, Master Card, Diners Club, Carta Si, American Express).
- If the payment is not paid at check-in the reservation will be cancelled.
- Upon arrival you must present with a valid ID card (Passport for all non-Europeans and ID card / passport for European citizens) for each person who will have to stay. You are responsible for all travel documents and vouchers; you will not be refunded if, as a result of travel documents not in order, you cannot make or complete the stay and we will not be responsible for any additional costs that you may suffer as a result.
- Request to make any changes to your reservation must be submitted to the Front Desk staff, that will do everything possible to meet your request; however, we cannot guarantee their fulfilment.
- Any extras must be paid before departure.
- Assigned room is available from 01.00 pm on day of arrival.
- Rooms must be vacated by 11.00 am on the day of departure.
- A free luggage room is at your disposal.



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➤ **Child Policy**

For infants from 0 to 2 years of age, a free baby cradle may be provided depending on our availability. Children from 3 to 10 years of age can be slept on the parents bed free of charges.

➤ **Overnight Accommodation Tax**

The Capitoline Assembly by resolution no. 38 of 22 December 2010, subsequently amended by resolution no. 44 of 24 July 2014, introduced the Regulations on **the Living Contribution**. Worth mentioning that the contribution in question, in accordance with the opinion rendered by the Inland Revenue **has tax nature and is mandatory. Hotels in 3 stars the Living Contribution due, applied up to a maximum of ten consecutive nights in the calendar year, amounts to € 4.00 per day per person, per night;** are exempt residents in Rome, children below 10 years.

This tax is not included in the room rate and must be paid by you in cash upon arrival, subject to the reductions and exemptions provided for in the municipal regulation.

➤ **Extension of Stay**

For prolonging the stay at the Hotel it is necessary to make a second reservation in accordance with the availability and rate changes by requesting to the front desk.

➤ **Early Check-out**

If you decide to interrupt the stay already started, no refund will be accepted.

Unilaterally we decide the penalty that must be paid based on our availability, seasonality and type of reservation selected: from the cost of only the first night of the day after the departure to the total due for the whole stay.

➤ **Force Majeure**

We accept no liability for disruptions due to missed deliveries, incidental faults to equipment or other causes of force majeure.

We declines also any responsibility for damages caused by other Guests, by extreme weather conditions , natural disasters, epidemics, diseases and thefts.

➤ **Special Needs and Health Problems**

Any kind of special requests must be mentioned in the booking at the time of reservation. Although we will try to satisfy all requests, provided that they are reasonable, we cannot guarantee that every request will be met. We cannot accept reservations where it is specified a particular condition of fulfilling a special request. All bookings will be treated as "standard" bookings subject to the above provisions. In the event of a health problem or disability which may affect the progress of your holiday, please notify prior to confirmation of booking. If we were to assume, reasonably, that we cannot meet the special needs of you reported, we reserve the right



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to decline your reservation or, if such information is not received at the time of booking, he will not subsequently be considered.

➤ **Complaints**

Any disagreement or complaint or claim will be considered only if notified during the period of stay. This condition allows us to verify the findings in the presence of the Customer. No complaint or claim will be considered if made known after the departure, without giving us the opportunity to personally check the notifications by the Customer.

➤ **Pets policy**

Our Hotel is absolutely animal friendly and pets are welcome by prior arrangement with us. In the absence of such preliminary agreements we can unilaterally decide the cancellation of the reservation and the penalties to be applied noticed to you.

In order to proceed to the welfare of the pet **will let us know prior to arrival and read carefully our policies**

The supplement for the stay of pets amounts to 20 total EURO and covers the additional costs due to the special service of cleaning the room with which we want to ensure a comfortable stay for even the next guests.

- The owners of pet animals undertake to keep their pets on a leash while in public or common places inside the hotel.
- One pet per room only allowed during one stay.
- They are only allowed small/medium size animals.
- The pet owners undertake not to leave their animals unattended in the room, as it can cause damage.
- The owners of pet animals accept full responsibility for damages that may result from the animals.
- You are insisted to inform the front desk each time while you're going out by leaving the pet alone in room.
- For safety reasons and comfort for your pet, our housekeeping is authorized to not clean the room if your pet is left unattended. If the time when the maid is in your room you are present, your pet must be on a leash or in a cage.
- The owner is responsible for all the damages caused to property and/or persons caused by his pet.
- The owner is responsible for the repair and / or replacement of all objects possibly stained or damaged by the animal.



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➤ **Terms and Conditions of Reservations & Payment Policy for Groups**

Omissis

For information or availability about groups (adults and students) please contact:

Salima Hartl

salima@hoteltempiodipallade.it

Hotel Tempio di Pallade

Tel. +39 06 70451521

Fax. +39 06 77072040



Please contact us at the following e-mail: info@hoteltempiodipallade.it or at the address listed on the site www.hoteltempiodipallade.it; our staff is always available to your every request.