

TERMS AND GENERAL CONDITIONS

1. INTRODUCTION

The purpose of this document is to regulate the TERMS AND/OR GENERAL CONDITIONS of the online booking services of the Hotel Casanova di **Italnova S.r.l.s**, with registered office in Via Annibale da Bassano 47, 35135 Padova (Italy), tax code/vat number 05088790281, REA number PD-442193 and share capital of € 1000.

The terms "You/You" and "User" are used herein in reference to any individual and/or entity that for any reason accesses hotel-casanova.it or uses the services.

The use of these services presupposes the full and unconditional acceptance and validity of all individual terms and/or general conditions, which will be considered as automatically incorporated into the agreement signed with **Italnova S.r.l.s** without the need for a written transcription thereof, included in the most updated version of these terms and/or conditions.

2. USE OF ONLINE BOOKING SERVICE

- The purpose of Online Booking Services is to book a room at Hotel Casanova. The use of these services presupposes the full and unconditional acceptance and validity of all the individual general terms and/or conditions, which will be considered as automatically incorporated into the agreement signed with NH without the need for a written transcription thereof, included in the most updated version of these terms and/or conditions.
- All amounts on the website are to be considered VAT included. During the booking process, tourist taxes of 2 (two) € per person per night will be added.
- The user is required to pay 30% (thirty percent) of the amount of the stay as a deposit.
- Contract procedure: When the user uses this service, he will receive a confirmation by e-mail which includes confirmation that the customer's purchase order is subject to the confirmation procedure. If the user is already a client, once the amount of the reservation has been paid, he will receive a confirmation e-mail which will be used as proof of the reservation.
- Termination of the agreement or cancellation of a reservation. A cancellation of the reservation by the user will not imply any charges for early cancellation, provided that this occurs within 48 (forty-eight) hours from the day of arrival. Once this limit is exceeded, **Italnova S.r.l.s** will retain the amount paid as a deposit as compensation.
- If the cancellation takes place during the 48 hours prior to arrival, **Italnova S.r.l.s** shall retain the amount paid as a down payment as compensation.
- If the client does not show up without prior notification, the cost of the first night's stay will be charged.
- The user will be required to pay the remaining 70% of the cost of the reservation upon arrival at the hotel through available payment methods.



3. GENERAL RULES

- a. Minors under 18 years of age staying at the hotel must be accompanied by their parents, teachers or other duly authorized adults. The staff the hotel may require documentation to identify adults such as parents/teachers as authorized people.
- b. Rates are valid only in written form and only for the period indicated. **Italnova S.r.l.s** reserves the right to change these prices without notice if there are reasons to do so excusable.
- c. If the tax rate should change in the period between the date of the reservation and the date of provision of services, resulting in a price difference, depending on the tax regulation, the rate applied to the final price will correspond to the rate applicable at the time of provision of the services or the instalment, even in the event that the rate at the time of provision of the services should include the increase in the final price compared to the one communicated to the customer at the time of the reservation.
- d. The user undertakes to use the services in accordance with the Law, decency respectability and public order, as well as what is stated in these Terms and/or General terms and conditions. Consequently, the user is obliged to refrain from using these General Terms and Conditions. Services with illicit purposes and effects and/or contrary to what is established in these Terms, and General Terms and Conditions, in a way that may be detrimental to the rights and/or interests of third parties or that may in any way harm **Italnova S.r.l.s** and/or its image or its services.
- e. For greater agility and in the interest of its users, **Italnova S.r.l.s** may modify the following services unilaterally and at any time without notice the services provided or conditions operational or technical, as well as the conditions of use of the services. Likewise, users, for improve the service and establish optimal quality levels (the fundamental objective of **Italnova S.r.l.s**) may make suggestions for changes that they consider useful by contacting those responsible for the page via the following e-mail address: info@hotel-casanova.

4. WHO IS RESPONSIBLE FOR THE PROCESSING OF DATA OF THE OWNERS?

The data controller is **Italnova S.r.l.s** with registered office in via Annibale da Bassano 47, 35135 Padova (Italy), code tax/vat number IT05088790281, REA number PD-442193.

The data will be processed in compliance with current privacy regulations.

The privacy policy is available at the following links:

- Italian version: <https://hotel-casanova.it/privacy-policy/>
- English version: <https://hotel-casanova.it/en/privacy-policy/>

