



## GENERAL BOOKING CONDITIONS

### **INDIVIDUAL BOOKINGS - Some information before arrival**

Check-in from 2:00 PM. If you arrive before 2:00 PM, early check-in may involve an additional charge. The room may not be available earlier. In this case, you may leave your luggage in our back office. If you need to change clothes, you can use one of our changing rooms. As soon as the room is ready, we will bring your luggage to the room and you may collect the key

Check-out by 11:00 AM. If you wish to keep the room longer, please arrange a late check-out with the reception. An additional fee may apply

Cancellation policy: For individual bookings, full cancellation of the stay is free of charge up to 3 days before arrival by 2:00 PM. Later cancellations, modifications, or no-shows will result in a charge of at least the first night. In case of early departure, the full amount (100%) of the booked stay will be charged as a penalty. Changes to arrival and departure dates after the free cancellation deadline may also incur a penalty

Payment: Payment may be requested at check-in and can be made in cash or by credit card. If the reservation was guaranteed with a credit card, the same card must be presented at check-in. The hotel reserves the right to charge the reservation amount to that card, subject to written authorization from the cardholder

Bank transfer: Payment by bank transfer is accepted only if completed at least three days before the check-in date and confirmed by sending the payment receipt via email to [piovedisacco@pointhotel.it](mailto:piovedisacco@pointhotel.it)

Bank transfer details: MM srl - Via Adige 2, Piove di Sacco  
BANCA MONTE PASCHI – AG. PIOVE DI SACCO  
IBAN: IT34I01030 62741 000061138208  
BIC (SWIFT): PASC IT M1PDS

Early Check-in / Late Check-out (room): Subject to availability and upon request, we can welcome you before 2:00 PM on arrival day or extend your stay until 4:00 PM on departure day for a surcharge of €50 per room.

External guests: Our rooms and common areas are reserved exclusively for hotel guests. Access is therefore not allowed to people who are not staying in the hotel. If a guest wishes to receive visitors in their room, the visitor must be registered at the hotel reception, and an additional charge may apply depending on the request.

## **GROUP BOOKINGS : Booking, Cancellation and Payment**

Group bookings are defined as reservations of more than 10 rooms. If the number of booked rooms decreases at any time and for any reason, the hotel reserves the right to increase the agreed rates. The reservation is considered confirmed after payment of a deposit equal to 30% of the booking amount. By paying the deposit, the general booking conditions, especially the cancellation conditions, are considered fully understood and legally accepted. The deposit can be paid by credit card or bank transfer to:

company name: MM srl, Via Adige 2, Piove di Sacco  
bank details: BANCA MONTE PASCHI – AG. PIOVE DI SACCO  
IBAN: IT34101030 62741 000061138208  
BIC (SWIFT): PASC IT M1PDS

Final payment must be made when sending the rooming list or at least 10 days before the check-in date. If the rooming list is not yet available, payment will be based on the confirmed reservation.

In accordance with European regulations and unless otherwise agreed, in case of full cancellation the following penalties will apply (calculated on the total cost of the stay): Up to 45 days before arrival: 0%; 29–15 days before arrival: 50%; 14 days before arrival or no-show: 80%.

Partial cancellations: Up to 5 rooms may be cancelled free of charge for the entire stay up to 15 days before arrival.

Congresses or corporate events: The participant list must be sent 15 days before arrival. Until that date, changes to arrival or departure dates for individual guests are allowed. Released room nights within this deadline are not subject to penalty. After 15 days before arrival, in case of delayed arrival or early departure, 100% of the booked stay will be charged.

Tourist groups: The rooming list must be provided at least 15 days before check-in. Until that deadline, partial cancellation of up to 5 rooms is free of charge.

Check-in from 2:00 PM. If you arrive earlier, rooms may not yet be available. Please inform reception in advance to find the best possible solution, although luggage unloading is not guaranteed.

Check-out by 9:30 AM. Late check-out must be arranged with reception and may involve an additional charge.

At check-in, a credit card may be requested as a guarantee for the group stay. For student groups, a security deposit of €20 per student is required upon arrival, refundable at the end of the stay after inspection. The deposit can be paid in cash or via credit card authorization.

Meals for the entire group will be served at the same time and with the same menu for all participants, unless otherwise agreed.

External guests: Rooms and common areas are reserved exclusively for hotel guests. Visitors must register at reception and additional charges may apply

In case of overbooking, Point Hotel reserves the right to relocate the reservation to another partner hotel of equal category within 50 km.