

General Terms and Conditions of Villaggio Galanu

Dear Guests,

we want you to feel welcome from the very first moment at Villaggio Galanu and to enjoy relaxed, carefree holiday days in Sardinia.

To make sure everything runs as smoothly as possible – for you, for us, and for all our other guests – we have summarised some important agreements regarding your booking and your stay below.

Our House Rules form part of these General Terms and Conditions. They contain additional information and rules for a pleasant coexistence at our holiday resort.

Booking and Conclusion of Contract

1.1 Booking Confirmation

Your booking becomes binding with our booking confirmation.

On request, you will receive this by e-mail.

By completing the booking, you accept our General Terms and Conditions as well as our House Rules. Both documents are made available to you before the booking, for example via our website.

1.2 Reservation and Deposit

If a deposit is required for your reservation, our first booking confirmation initially serves as a provisional reservation confirmation.

We will then hold the requested holiday home for you.

Please transfer the agreed deposit within five days.

Should no deposit be received by us within this period, we can unfortunately no longer guarantee the reservation and reserve the right to offer the holiday home to other guests again.

Payment and Cancellation Terms

2.1 Payment Terms

A deposit of 50% of the total price is due upon booking.

The remaining 50% is due no later than 14 days before your arrival.

For short-notice bookings made within three weeks of the planned arrival, the entire travel price is due directly upon booking.

2.2 Cancellation Terms

Of course, something unforeseen can always happen and a trip may need to be cancelled. Should this be the case for you, we ask that you inform us in writing as early as possible.

The following conditions apply to cancellations:

- up to 61 days before arrival: free cancellation; any deposit already paid will be refunded
- 60 to 31 days before arrival: 30% of the booking value

- 30 to 15 days before arrival: 50% of the booking value
- 14 days up to the day before arrival: 80% of the booking value
- thereafter or in case of no-show: 90% of the booking value

In the event of early departure during the booked stay, we will charge 100% of the total price agreed in the booking confirmation.

We generally ask that cancellations be made in writing. This also applies to bookings made online.

Since unexpected events can never be entirely ruled out, we recommend taking out travel cancellation insurance. This is not included in the booking price.

In exceptional cases, it may unfortunately also become necessary for us to cancel a booking. Villaggio Galanu therefore reserves the right to cancel a booked service up to 14 days before the start of the stay. In this case, any payments already made will of course be refunded in full.

Should short-notice unforeseeable events occur that make use of the booked holiday home impossible or unreasonable – for example major water damage or a significant technical defect –, it may also become necessary to terminate the contract.

In this case, too, we will of course inform you as quickly as possible and refund any payments already made for services not rendered accordingly.

3. Liability

Please keep an eye on your personal belongings and valuables during your stay. We generally cannot accept liability for items lost or missing in the holiday home or on the property.

Our communal pool is available to our guests for relaxation and shared bathing enjoyment. Use is at your own risk.

We particularly ask parents and accompanying persons to supervise children attentively at the pool and to ensure that the rules of our House Rules are observed.

4. House Rules

It is important to us that all guests feel comfortable at Villaggio Galanu and can enjoy their holiday. Our House Rules are therefore part of these General Terms and Conditions.

Among other things, you will find information and rules on:

- Quiet hours
- Smoking
- Internet and Wi-Fi
- Use of the pool
- Pets
- Visitors
- Events and parties
- Waste separation
- Safety, as well as important contact details for emergencies, public services and doctors in the area
- Parking options
- Cleaning
- Damages
- Keys

- Arrival and departure

The House Rules are made available to you before completing the booking, for example via our website. By booking, you confirm that you have taken note of the House Rules and will observe them during your stay.

Thank you for your understanding and consideration.

With these few shared rules, we hope to help ensure that you and all other guests can spend a relaxed and pleasant time with us.

We look forward to welcoming you at Villaggio Galanu and already wish you a wonderful stay in Sardinia.

Márcia, Martin & Luan – Villaggio Galanu