

Dear Guests of Castello di Pratelli

We indicate below our booking conditions. For any need or clarification please contact us by phone or by email at the addresses you find on our site <https://www.castellodipratelli.it>.

1. Availability

Our apartments and rooms are generally available all year round, but the minimum stay can vary from 2 to 7 days, depending on the season. In case of weekly stays, availability will be offered preferably from Saturday to Saturday.

2. Equipment and services

The accommodations are made available after careful cleaning, equipped with normal bed linen, towels and kitchen towels, with the exception of pool towels. The change of linen is provided weekly, except for any different needs to be agreed with a supplement. Final cleaning is included in the price, provided that the accommodation is returned under normal conditions of use. There is no cleaning service during the stay, but we can possibly arrange an extraordinary service with a supplement, after checking the availability of our staff.

The equipment of the apartments, rooms and common areas are described in the respective pages of our site. In particular, the apartments with kitchen are equipped with crockery suitable for the number of occupants and for a holiday stay. If you have further needs, please do not hesitate to let us know, to allow us to make your stay in Pratelli even more comfortable.

Heating is not included in the price. In the winter months it will be activated upon your request and will be charged with a daily rate ranging from 10.00 to 40.00 euros depending on the surface of the accommodation.

The arrival is expected between 14h00 and 22h00, the departure by 10h00, unless otherwise required to be agreed.

3. Tourist tax

The municipality of Figline and Incisa Valdarno requires guests of accommodation facilities to pay a tourist tax ranging from 0.50 to 1.00 euros per person per day depending on the period, for a maximum of 7 days and only for those over 12 years old. Upon your arrival you will have to pay this tax, which we will subsequently pay to the Municipality.

4. Reservation

Following your kind request, we will notify you of the availability of one or more accommodations, the relative price, the amount of the confirmatory deposit generally equal to 30% of the amount and the deadline for payment.

The reservation will be confirmed only with the receipt of the deposit, which can be paid by credit card, communicating the relevant data, or by bank transfer to the coordinates that we will indicate to you. In the case of using a credit card, we will be entitled to pre-authorize the total amount of the stay or a part thereof, without any actual charge. In any case, we reserve the right to verify the validity of the data provided.

After confirmation, if you need to change your booking, we will do our best to satisfy your request.

5. Advance payment, "Non Refundable"

If a special "non-refundable" rate is booked, the full amount will be charged to the credit card or by bank transfer. The entire amount will not be refundable in any case.

6. Cancellation Policy

Any cancellation of booking must be communicated via email to: info@castellodipratelli.it

In case of cancellation or changes made up to 15 days before the date of arrival we will not charge any costs.

For cancellations or changes from 15 to 7 days before arrival, the amount of the deposit will be charged, possibly debiting the credit card given as guarantee.

For cancellations or changes from 7 to the day before arrival, the amount equal to 80% of the total will be charged.

In case of no show, the amount of the entire reservation will be charged.

No reimbursement is due to the guest who decides to interrupt the stay that has already begun.

Taking into account the consequences of the pandemic due to covid 19, in the event of cancellation due to contagion of one of the members of the arriving group, following presentation of a medical certificate, no sum will be charged. If, on the other hand, the infection is found after arrival, the full amount of the stay will be due.

7. Bail

A deposit will be required upon arrival, the amount of which will be indicated in the booking confirmation. This will be returned at the end of the stay, except for any damages.

8. Other obligations

In compliance with the Italian law of public safety, upon arrival an identification document will be requested for each person, whose data will be recorded and transmitted to the competent authority in accordance with the law.