

## **PENALTIES**

Cancellations need to be communicated via email at [incentives@delphina.it](mailto:incentives@delphina.it) or fax at +39 (0) 789 79 00 79. Penalties as follows:

5% of the total amount for cancellations within 30<sup>th</sup> June (included)

10% of the total amount for cancellations from 1<sup>st</sup> July to 31<sup>st</sup> July (included)

50% of the total amount for cancellations from 1st July to 31st August (included) .

75% of the total amount for cancellations from 1<sup>st</sup> September to 16<sup>th</sup> September (included)

100% from 17th September to no show

## **GENERAL CONDITIONS**

The rooms will be available for occupancy from 17:00 of the day of arrival and must be vacated by 10:00 on the day of departure. The rates are per person in full board arrangement, table drinks (water and wine at meals) and vat at 10% included.

## **RESERVATION FORM**

Please send your bank transfer confirmation or the authorization to withdraw the amount from your credit card together to a signed copy of this form to our fax n. + 39 (0) 789 790079 or via e mail at [incentives@delphina.it](mailto:incentives@delphina.it)

## **CONFIRMATION OF YOUR RESERVATION**

Once we receive your form and the confirmation of the amount paid, we will send you the definitive reservation.

## **POLICY OF PRIVACY INFORMATION**

In accordance with Section 13 of Legislative Decree no. 196/2003, therefore, we are providing you with the following information: The purpose of the data processing is so that we can fulfil our legal and contractual obligations in connection with the provision of hotel services, and any other services, booked by or on behalf of a client. The information provided will also be used for our administrative and financial accounting requirements, enabling the production of invoices and book-keeping.