

## General Terms and conditions

### Art. 30

When the hotelier or client finds himself unable to fulfil his obligations for reasons of force majeure or otherwise, he shall be required to notify the other party immediately, by all means at his disposal, in order to limit the damages.

### Art. 39

#### Cancellations

Time limits – in the absence of contractual conditions to the contrary, the minimum period of notice that shall be observed by the client to notify the hotelier of cancellation is 48 hours.

The same period of notice as for clientel acquired directly but at latest up to 48 hours before the date of arrival.

### Art. 40

Cancellations notified after the above mentioned time-limits shall give rise to compensation. Generally the sum of one night.

### Art. 42

- a) In the event of a premature departure or of non utilisation of services ordered, the client shall compensate the hotelier for loss actually suffered, except in those cases where the premature departure or non utilisation of services is due to the hotelier not having furnished such services
- b) In the case of no-show, that is, non arrival of a client whose reservation has not been cancelled, even late and concerning whom there has been no notification of late arrival, the client shall be required to compensate the loss actually suffered by the hotelier.