

1- Booking, cancellation, and travel insurance conditions

At the time of booking, a deposit by bank transfer is requested equal to 20% of the total amount of the booked stay. It is also possible to take out **travel insurance** to protect your deposit.

The balance of the stay will be pay 14 days before arrival.

In case of non-payment of the deposit (to be paid at the same time as the confirmation), the reservation will not be considered valid and the chalet will be offered by the structure to other guests.

- In the event of cancellation or no-show, the deposit paid will be retained in full.
- In the event of cancellation up to the day of check-in or in the event of a no-show, following payment of the total amount of the stay, the balance of 80% will always be returned. On the other hand, the deposit will be retained if the Travel Guarantee has not been stipulated.

2- Travel insurance

Agreement to cover the deposit and any balance:

I, the undersigned _____ born on _____ in _____
_____ and residing in _____ city _____
province _____ tax number _____

declare

my decision to take out travel insurance by paying the fee of € _____ to Wooden Village
Srl, Via Cassa di Risparmio 13 – 39100 Bolzano (BZ).

*The Guarantee protects against penalties in the event of cancellation of the entire booked stay **at a cost of € 10.00 per day per cottage. Payment of the total amount will be made at the same time as payment of the deposit for the stay.** At the same time, this form, fully completed and signed, must also be sent to the booking office (reservation@natural-village.it).*

It will not be possible to take out travel insurance at a later date.

The travel insurance deprotects you in the event of:

- *a serious illness of the guest who booked the stay or of their family members (children, parents, grandparents);*
- *a serious accident resulting in hospitalisation of the guest or their family members;*
- *serious damage (theft or fire) to the guest's property (house, apartment) which requires their presence.*

In any case, a certificate attesting to the reason for cancellation (medical certificate, police certificate, etc.) must be presented. Travel insurance only covers cancellation of the entire booked stay and CANNOT be claimed for unannounced no-shows, late arrivals, or early departures.

Date and signature,

the _____;