

GENERAL TERMS AND CONDITIONS

FUTURA SERVICE s.r.l., with registered office at Via G. Scaramuzzo 25/B – 71018 Vico del Gargano (FG), VAT No./Tax Code/Company Reg. No. 04468170719, REA CCIAA FG 330215, hereinafter referred to as “Paglianza Hotel”.

To confirm the booking, a payment of 30% of the total cost of the stay is required, by bank transfer or credit card, within the deadline stated in the quotation. The balance of the stay must likewise be paid by bank transfer or credit card no later than 15 days before the start of the stay.

RISK-FREE CANCELLATION

Cancellation of the booking:

up to 15 days before arrival, the amount paid will be refunded less an administration fee of EUR 50.00 for processing the refund.

After this deadline, cancellation penalties will be calculated as follows:

from the 14th to the 4th day before the arrival date, a penalty of 30% of the total cost of the stay will be charged, while the remaining 70% paid as balance will be refunded in the form of a voucher that may be used towards a new booking during the same summer season and/or the following season;

from the 3rd day before the arrival date, a penalty of 100% of the total cost of the stay will be charged.

CHECK-IN

From 16:00

On arrival, Guests must present a valid identity document for both adults and children. To speed up check-in, please use the “online check-in” section of the WEB APP.

For security reasons and to access all included services, Guests must wear the “Paglianza Hotel” identification wristband, which will be handed out at check-in.

CHECK-OUT

Check-out: by 10:00

Any extras/bills to be settled should be paid no later than 24 hours before the day of departure.

No refund is given for early departures or for unused days and/or meals.

THE **"SOFT ALL INCLUSIVE"** RATE includes:

- Full board: continental breakfast served as a buffet; lunch and dinner with a choice of several first and main courses, plated directly by our Chefs. Side-dish buffet; fruit and dessert. Wine, soft drinks, micro-filtered water and draught beer. Gluten-free menu available on request at the time of booking. For the little ones, a dedicated buffet with vegetable purées and soups. Meals not taken will not be refunded; a packed lunch may be requested instead: please notify the restaurant manager directly the evening before.
- Beach service (available from 12:00 on the day of arrival until 12:00 on the day of departure) 150 m away, PRIVATE BEACH, equipped with 1 umbrella and 2 sun loungers per room (from the 3rd row onwards), canoes, pedal boats, showers and toilets.
- Open Bar Hall, at the lobby bar, 09:45/15:00 and 16:15/24:00: unlimited draught soft drinks, coffee, cappuccino, tea, chamomile tea, ice cream in cups.
- Beach Open Bar (from 30/05 to 12/09/2027 - 09:00–13:00 and 15:00–19:00): unlimited water and draught soft drinks.
- "We are in Puglia" from 18/06 to 03/09/2027: Friday evenings are dedicated to Apulian tradition, with a tasting of local specialities by the pool and live music. In the event of bad weather, activities scheduled outside the hotel will be cancelled. No refund or compensation of any kind is provided.

Facilities and services:

Wi-Fi available in the lobby and at the pool.

Use of the equipped swimming pool, children's pool and "Warm pool".

Multi-purpose court (tennis, five-a-side football),

Children's play area. Unattended on-site parking.

Shuttle service (14-seat golf cart) from 9:00 to 13:00 and from 15:00 to 19:00 (not available on Sundays).

- Daytime and evening entertainment (from 30/05 to 11/09/2027): sports and social activities, with group dancing; morning wake-up exercises, stretching, Pilates, aqua gym, aerobics; evening entertainment with piano bar, shows and dance nights. Mini club (ages 4–10) - Junior club (ages 11–17). "Cinema under the stars": an evening of films and animated films screened in our pine grove.

Rates do not include:

- Canned and/or bottled drinks, alcoholic drinks, spirits and any product packaged by a third-party producer.
- Tourist tax in force for 2027, in accordance with the municipal regulations published on the official website of the Municipality of Peschici.