



## COVID COUPON/VOUCHER MANAGEMENT REGULATION 2021



### HOW DO I USE MY COUPON / VOUCHER?

Simply contact our booking centers by writing to **coupon@baiaholiday.it** indicating:

- Name and surname
- Code of the COUPON / VOUCHER in your possession
- New check-in and check-out dates requested
- Characteristics of the reservation (type of accommodation, number of people, extra services requested, etc.).

We will send you the new quote as soon as possible.

### HOW DO I CONFIRM MY NEW RESERVATION?

Just confirm the booking via the link in the quote sent to you, and pay the deposit of 25% of the amount of the new booking within the specified deadline or, alternatively, if the residual value at your expense is less than 25% , the balance of the difference between the total file and the voucher in your possession.

Upon receipt of the payment, it will be our pleasure to associate your COUPON / VOUCHER to the new booking.

### COUPON / VOUCHER'S VALIDITY

All COUPONS / VOUCHERS are valid until 31.12 of the year following the year of issue.

### CAN I INSURE THE NEW RESERVATION?

The new proposals include the BASIC SAFE TRAVEL GUARANTEE (for bookings of at least 4 nights) with a ceiling of € 1,000, which only protects the amount actually paid, therefore net of the value of the COUPON / VOUCHER.

It is possible to extend the insurance coverage also to the COUPON / VOUCHER' value and increase the coverage ceiling up to € 5000 (of booking practice) by adding € 55 of the PREMIUM EXTENSION.

For more information, please refer to the conditions of the SAFE TRAVEL GUARANTEE.