



Baia Holiday offers to the customers, who included the Travel Safe Guarantee in their booking, its own guarantee to cover penalties for withdrawal from the contract for reasons not covered by the Travel Safe Guarantee, exclusively by issuing a coupon.

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## A) OBJECT:

The coupon/voucher Baia Holiday covers the cancellation fee and/ or deposit charged by the Structure to its customers, under the conditions and limits (exemptions) provided for in point B of this Regulation. The coupon/voucher, effective only in the contracts with included the Safe Travel Guarantee, starts from the date of "booking confirmation", if validated by deposit/ balance expected, and ends 15 days before the scheduled check-in date. It operates only if the customer waives for reasons not covered by the Safe Travel Guarantee.

## B) CHARGES TO BE PAID BY CUSTOMERS

The following expenses will not be covered by the coupon/voucher:

- a) Reservation management fees
- b) Cost of the Travel Safe Guarantee
- c) Costs related to ticketing (ferry tickets, airplanes, etc.), as well as costs related to transfers.

The issuance of the voucher will also be subject to the application of the following deductibles:

DAY OF CANCELLATION	DEDUCTIBLE
Up to 30 days before the arrival date	<b>15%</b> (With a minimum of € 100)
From 29 to 15 days before the arrival date	<b>50%</b> (With a minimum of € 100)
From 14 days before the arrival date	<b>100%</b> (no coupon/voucher can be issued)

Calendar days are considered starting from the day following the date of dispatch, excluding the expected arrival day at the facility.

## C) HOW TO REQUEST THE COUPON / DISCOUNT

The cancellation request with coupon/voucher release must be sent to Baia Holiday in writing to **coupon@baiaholiday.it** and must be accompanied by:

- personal data, tax code and contact details;
- reference of the reservation affected by the cancellation;
- rationale for renunciation

The cancellation request with the release of a Baia Holiday coupon/ voucher to cover the penalties charged, excludes the possibility of requesting a refund through the Secure Travel Guarantee (and vice versa).

### EXCLUSIONS:

No coupon/voucher is provided for cancellations relating to the following types of mobile homes: Sunlodge and Villantent. Costs relating to transport / transfer services are also excluded from the Baia Holiday coupons / vouchers, even if purchased as a related service to the package.

## D) COUPON/VOUCHER REDEMPTION METHOD

The customer must communicate in writing to the address **coupon@baiaholiday.it** the redemption of your coupon/voucher indicating also:

- Name and Surname of the holder
- 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.).

Baia Holiday will send the best available offer.

The coupon/voucher can never be divided, and the amount of the new booking must be equal to or greater than the value of the coupon/ voucher itself. No reimbursement is foreseen in case of partial use of the coupon/voucher and / or for requests / requests for cancellation beyond the terms present in point B.

The coupon/voucher issued by Baia Holiday can only be used for a new booking at an accommodation facility in the Baia Holiday circuit, within 12 months from the date of issue of the coupon itself.

The coupon/voucher can only be used for the balance of the new booking, therefore following the deposit or residual payment due.