



Terms & Conditions

By booking a stay with us you and the person(s) accompanying agree to the following terms and conditions. During your stay, you agree to abide by the conditions set out below. If you have any questions regarding your booking, please contact us in advance.

Reservation

Only an adult can book a stay. The maximum number of people allowed per room is 2 (two) unless specifically stated. If the person making the reservation does not occupy the room, the person making the reservation may be held responsible for cancellation, no-show, and damages. Access to the Masseria is restricted to those who have made a reservation, any third-party visitors are only allowed to access the facilities with our express permission. To guarantee your reservation, we require a deposit of 40% of the total amount of the reservation. Payments can be made online via PayPal or by bank transfer.

Deposits are only refundable under the conditions set out below.

Cancellation policy, no-show and refund of sums paid

The refund rules for cancellations and no-shows may change depending on the period you book for and/or the fare you choose at the time of booking.

In general, and unless otherwise stated at the time of booking, the following rules apply:

- Cancellation made more than 42 days before the date of arrival: full refund of the sums received minus a Euro 50 administration fee.
- Cancellation made between 42 and 20 days before the date of arrival: refund of 50% of the sums received minus a Euro 50 administration fee.
- Cancellation made less than 20 days before the arrival date: no refund.
- Guests who do not show up for any reason will forfeit the deposit paid and the full amount of the reservation is due and will be charged
- The refund will be made on the scheduled check-in day.

Right to peace and privacy

All guests agree to always respect the privacy and tranquility of all other guests and owners. We reserve the right to cancel a booking with immediate effect if guests fail to honor this agreement or cause a disturbance / nuisance to other guests.

Maximum number of guests, groups and unregistered guests allowed

All rooms/suites are for two people only, no extra beds can be added. It is forbidden to bring unregistered guests to the rooms or to Masseria Partemio without our express permission.

Children policy

Children aged 5 and over can stay at Masseria Partemio if accompanied by an adult and under the responsibility of that adult. All suites have a comfortable sofa where the child can sleep which can be converted into a bed. The maximum number of guests per room is 3.

Arrival and departure

Guests must check in and out at the times listed below:

- Check-in, arrival: from 14:00 to 18:00. Check in after 18:00 by previous agreement.
- Check-out: before 11.00 am on the day of departure. If you require a late check out then a half-day fee may apply depending on time of check-out.
- We can hold your bags in case you check out by 11:00 but have a late departure.

Pet policy

Pets are not allowed.

Cancellation on our part

In the rare event that we must cancel your booking, please note that we cannot be held responsible for circumstances beyond our control and our liability to you is limited to the refund of any payment already made.

Fair and appropriate use of Wi-Fi policy

Wi-Fi internet access is provided free of charge in the rooms and outside the Masseria, guests agree to use this internet access in a fair and appropriate manner. The internet access provided is for general use such as accessing the web, email, messaging, social media, light video, music and streaming. It is not intended for and is not suitable for heavy media streaming, online gaming, heavy downloads. Accessing an illegal activity or using our network for an illegal activity is not permitted and will be reported to the local authorities.

Damage and lost items

We reserve the right to charge the booking party for any damage caused during the stay. This includes breakage, stains, damage to furniture or facilities and equipment. Any accidental damage should be reported as soon as possible to minimize the damage and associated costs. Lost keys will incur a replacement charge of 75 Euro.

Any items lost or forgotten by guests during a stay, if found, will be retained for a period of one month. Although we will do our best to return lost items to their owners, we do not accept responsibility for replacing lost items and we encourage guests to ensure they have all their items before leaving the Masseria.

Stolen items

It is the responsibility of each guest to protect their valuables. We cannot be held responsible for any loss or theft during your stay. We ask you to please keep your doors closed and locked and curtains shut when you are not in the room. We also ask you to keep your cars locked.