

CANCELLATION POLICY

CASA ANPÀ

These cancellation conditions apply to all reservations made directly with Casa Anpà.

Any cancellation must be notified in writing (by email or written message). The date the cancellation is received determines the applicable conditions.

Cancellation Policy

Cancellations are free of charge up to 30 days before the arrival date. In this case, all amounts paid will be fully refunded.

For any booking made between 30 and 14 days before the arrival date, the guest has a 48-hour period from confirmation of the reservation to cancel free of charge. Any cancellation notified within this timeframe will result in a full refund.

After this period, and up to 14 days before the arrival date, cancellation fees equal to 50% of the total stay amount will apply. The deposit paid will be retained by the owner as compensation.

Less than 14 days before the arrival date, as well as in the event of a no-show, the full amount of the stay will be due and no refund will be issued.

Refund Procedure

When a cancellation results in a refund, it will be processed using the same payment method used at the time of booking, within a maximum of 14 days following confirmation of the cancellation.

Force Majeure

In the event of duly justified force majeure (an unforeseeable, unavoidable event beyond the control of the parties), the cancellation conditions may be adjusted by mutual agreement, without this constituting an obligation for the owner.

Acceptance of the Terms

Confirmation of the reservation implies full and unconditional acceptance by the guest of these cancellation conditions.