

Policy Trip Cancellation Coronavirus May 2020

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With the coronavirus is safe to travel? Here is our booking and cancellation policy and time of covid-19.

Last update: 25 may 2020.

The world health Organization (WHO) has declared the state of emergency of public health of international concern (PHEIC) for the current situation linked to the COVID-19.

We constantly monitor and carefully all the official indications by the Italian government and the regional health authorities and of the President of the Region of Puglia, Michele Emiliano.

In this page we will put all updates available as there will be news in order to ensure the summer holidays in the province of Lecce, the province of Taranto, province of Brindisi, the Province of BAT and the Province of Bari.

- Policy Barbarhouse s.r.l. to deal with the current situation linked to the COVID-19
- bookings with check-in until 31/05/2020
- bookings ante 16/03/2020 with check-in starting from 01/06/2020
- reservations made after 16/03/2020 with check-in starting from 01/06/2020
- reservation and cancellation Policies for reservations arising from OT
- Policy published and valid until the 25/05/2020

What are we doing to deal with the current situation linked to the COVID-19 in the context of our policy BarbarHouse s.r.l.

Not being able to attempt to mitigate the effects of total uncertainty that is characterising this period, we are adopting a policy that aims to balance the protection of all the interests at stake, i.e. in the first place, to travellers and owners and in the last part of our and that of our employees and that of companies related to the induced generated.

As well as every tourist who has paid with their savings, a holiday that may not come true, there is an owner that is relying on the cancellation terms and conditions are clear and certain and related revenue, to be able to cope with the payment of mortgages and salaries.

We BarbarHouse s.r.l. we decided that the customer/tourist will not lose the deposit if there are objective reasons of the cancellation coronavirus (covid-19), but will have a double option:

- the issuance of a voucher to be used on the same property within the 16/03/2021 for a stay within the 31/12/2021.
- partial refund of 50% of the amount paid with the loss of the remaining 50%.

Are to be considered as objective causes of cancellation, the following assumptions apply: adoption of measures leading to the lockdown in Italy, unable to travel for limitations, the Italian government, restrictions to the movement of people in the region Puglia, compulsory quarantine of the customer/tourist who made the booking, or one of his guests declared at the time of booking and is already captured in our information systems, all the circumstances that must explain effective only during the period of the booked stay.

there are No objective reasons for cancellation: governmental restrictions of foreign governments, fear of travel bans, personal travel for reasons not related to medical emergencies, changes in holidays, loss of a job, cancellation of an event is subjectively important, cancellation of a flight.

Attention, despite the BarbarHouse s.r.l. both a Travel Agency and Tour Operator do not apply in any case, tourist packages, but acts as a mere intermediary in the tourist locations within the meaning of the law on rental for short (D. L. 50/2017).

The voucher of BarbarHouse s.r.l. it does not therefore constitute any title of trip suitable for any airline.

Bookings with check-in until 31/05/2020

the customer/tourist will not lose the deposit and will have the double option of

a) TO receive a voucher of equal amount to the amount you paid.

- the voucher will be valid for a booking on the same property until 31/12/2021.
- If the property is not available in the requested period, the voucher will be valid on any other property in our catalogue, at the time of booking.
- To get the voucher you must accept to receive it in writing, through our internal messaging system, or email, in which are indicated all of the terms.
- The voucher is to be used within one year or within the 16/03/2021 for any stay within the 31/12/2021.
- If it is not used within this period, you will forfeit fully paid up.
- once used the voucher will not be able to change the dates of stay, and will be subject to the normal terms and conditions.
- change of dates will result in the application of the rates in force for the chosen period, provided the minimum cost is already provided for the original period, therefore,

- if the period of displacement would have an amount of rental top, the customer will have to pay the difference in price;
- however, if the chosen period had a lower cost, the price of the new reservation will remain the original one.

B) ricevere un immediato rimborso del 50%

- this is not a right to a refund, in this case the reimbursement has merely the nature of a settlement acknowledgment the final of each and every claim and leads to the loss of the remaining 50%.
- To get the refund, shall be accepted to receive it in writing and sent via PEC or registered letter in which are specified all the terms.
- the refund will be paid within 8 weeks from the acceptance of the refund from part of the BarbarHouse s.r.l. on the IBAN that the customer will show us.

This political advantage, to demonstrate our closeness to the people who were positive to the covid-19 (which have a suitable medical certificate) and to those residents in Piedmont, Lombardy and the Veneto (as the booking has already been posted) are extended to 30/06/2020.

Bookings ante 16 march 2020 with check-in starting from 03 June 2020

- The customer/tourist will have the opportunity to request a voucher booking within 30 days prior to the date of check-in for free, only on the same property until 31/12/2021, subject to the availability of the same in the desired period, with contextual payment of the balance expected. Note:
 - the balance of The payment must not be made at the time of the move request, but at the time of confirmation of the new dates within the 16/03/2021;
 - The non-payment of the balance within the 16/03/2021 will also result in loss of the deposit paid and not used,.
- change of dates will result in the applicazione of the rates in force for the chosen period, provided the minimum cost is already provided for the original period, therefore:
 - if the period of displacement would have an amount of rental top, the customer will have to pay the difference in price;
 - however, if the chosen period had a lower cost, the price of the new reservation will remain the original one.
- in The event that the customer wishes to cancel the booking for reasons subjective to the customer will be the standard policy of cancellation specified in the general conditions of contract below:

The tourist will be able to give notice of cancellation of the reservation by registered letter anticipated via fax to the number 0833 19 01 114 or via e-mail to info@perledipuglia.it within 15 days from the date of arrival. In this case, will forfeit the entire amount of the paid deposit.

in the event of the withdrawal of the reservation to intervene in a time period less than 15 days prior to arrival, the customer, in addition to losing the deposit paid, will be liable to pay to the company a penalty equal to 30% of the entire rental fee for a total of 70%.

Reservations made after march 16, 2020, with check-in starting from 03 June 2020

- the Deposit of rent required for confirmation of booking reduced to 30% (instead of 40%).
- The customer/tourist will have the opportunity to apply for the displacement of the booking and the 2021 within 30 days prior to the date of check-in for free, only on the same property until 31/12/2021, subject to the availability of the same in the desired period, with contextual payment of the balance expected. Note:
 - the balance of The payment must not be made at the time of the move request, but at the time of confirmation of the new dates within the 16/03/2021;
 - The non-payment of the balance within the 16/03/2021 will also result in loss of the deposit paid and not used,.
 - in The moment when you should check for new cases of infection confirmed the government authorities at the national level, or restrictive measures imposed by the Apulia Region that will create new objective causes of cancellation, the customer may request the shift of the booking:
 - in another period of 2020 and not lose the deposit.
 - In another period of 2021 by integrating the deposit of 20% additional (for a total of 50%) within 7 days of the request of cancellation of the reservation by the year 2020, worth the loss of 30% paid on booking. The new dates must be chosen within the 16/03/2021.
 - in The event that the customer wishes to cancel the booking for reasons subjective to the customer will be the exceptional political cancellation shown here

The tourist will be able to give notice of cancellation of the reservation by registered letter anticipated via fax to the number 0833 19 01 114 or via e-mail to info@perledipuglia.it within 14 days from the date of arrival. In this case, will forfeit the entire amount of the paid deposit.

In the event of the withdrawal of the reservation to intervene in a span of less than 14 days prior to arrival, the customer, in addition to losing the deposit paid, will be liable to pay to the company a penalty equal to 20% of the entire rental fee for a 50%.

reservation and cancellation Policies for reservations arising from the OTE

Reservations from booking.com, homeaway, airbnb, expedia, and all the other OTA are exclusively subject to the booking conditions laid down for these OTA`s.

The BarbarHouse s.r.l. being subject to the booking conditions imposed, can`t help but give a result as expected.

Policy published and valid until 25/05/2020

All bookings made before 25/05/2020 are shown here:
policy trip cancellation covid-19 applied by the BarbarHouse s.r.l. before 25/05/2020