

RATES & CONDITIONS

Valid from 26th March 2025

Gruppo UNA S.p.A.

Milan Business Register Number and Tax Code 00849180153 - VAT No. 07410980150 - Econ. and Admin. Index No. - 726120. Fully paid-up share capital € 37,817,599.00
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This page is aimed at presenting all public rates valid at UNA Italian Hospitality hotel and resorts, their conditions and special policies.

General Conditions for Online Booking

1. Introduction

This document contains the General Terms and Conditions governing stay reservations made by users through the website www.italianhospitality.com in both the Italian and English versions.

The term "User" refers to any individual and/or entity that, for any reason, accesses or uses the Services.

2. Acceptance of the General Booking Terms and Conditions

By using the online booking service, the User unconditionally accepts and agrees to comply with these General Terms and Conditions, declaring that they have read and accepted all the provisions contained herein. The User also acknowledges that Gruppo UNA S.p.A. is not bound to offer different conditions unless they have been previously agreed upon in writing.

Each booking, once confirmed, constitutes a binding contract under the applicable Italian regulations. The contract is binding for the User making the booking and for all other individuals mentioned in the reservation, including minors.

The User undertakes and agrees, once the booking procedure is completed, to save a copy of the document received via email and to retain these Terms and Conditions, which were already reviewed during the booking process.

3. Online Booking Service

a. On the UNA Italian Hospitality website (in Italian and English), various accommodation options are offered and described, along with the applicable rates and any special booking conditions (including those related to deposits, payments, cancellations, etc.).

These rates include VAT but do not include any taxes required by local regulations, such as the city tax, which must be paid directly at the hotel.

b. By specifying the number of guests, rooms, and any additional services they wish to include, the User may choose among the available accommodation options according to the applicable rate and the conditions specified at the time of booking.

The User acknowledges that certain restrictions may apply at the selected hotel regarding some services that may not be available during the stay or that may impose limitations on the use of certain hotel areas.

Before finalizing the booking, the total cost of the services will be summarized for the User, and they will be required to enter, in addition to their name, surname, and email address, a credit card reference as a guarantee for the exact fulfillment of the assumed obligations.

The User must check the accuracy of the details before finalizing the booking.

c. After submitting the request, the User will receive an email containing their booking number, a summary of the selected services and conditions, and a link to modify or cancel the reservation if needed.

The email will also include the contact details of the UNA Italian Hospitality Reservations Office (reservation@gruppouna.it - +39 02895261) as well as the references for contacting the property where the reservation was made.

The User must verify the booking confirmation and immediately report any errors and/or the need for modifications. Similarly, by contacting the above-mentioned references, the User may retrieve their booking at any time.

A User whose booking has been duly confirmed by UNA Italian Hospitality has full entitlement to enjoy the booked services.

4. Reserved area

Accessing and using the website is free.

As a user you can create your own personal account by registering in the reserved area in order to:

- get special rates;
- view and manage your bookings autonomously.

To register you must enter your first name, surname and email address and choose a password.

If you forget your password you can reset it [here](#).

You can unsubscribe from the reserved area by writing to this email address: tech@gruppouna.it

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A. SUPER-FLEX RATE

A rate that allows you to pay directly upon arriving at the hotel. The cancellation is free of charge until 18:00 of the day before the arrival date. In case of cancellation beyond the terms mentioned or in case of no show, the first night rate will be charged as penalty. In the case of reservations made through our website or Call Center, 100% of the penalty will be transformed in a “[UNA Flex Bonus](#)” voucher and can be reused for future bookings at UNA Italian Hospitality hotels.

B. FLEX RATE

A rate that allows you to pay directly upon arriving at the hotel. The cancellation is free of charge until 18:00 of the day before the arrival date. In case of cancellation beyond the terms mentioned or in case of no show, the first night rate will be charged as penalty.

C. SEMI-FLEX RATE

A rate that allows you to pay directly upon arriving at the hotel. The cancellation is free of charge if made at least 5 days before the arrival date, by 18:00. In case of cancellation beyond the terms mentioned or in case of no show, the whole amount of the booking will be charged as penalty. In the case of reservations made through our website or Call Center by 31st December 2025, 100% of the penalty will be transformed in a “UNA Flex Bonus” voucher and can be reused for future bookings at UNA Italian Hospitality hotels.

- a copy of the medical certificate reporting the disease or, in cases of guarantee that does not derive from an illness or accident, another document proving the impossibility of participating in the trip (even in the case of a phone-claim).

D. PREPAID AND NON-REFUNDABLE RATE

A prepaid rate that cannot be refunded, modified nor cancelled. The payment of the whole amount is due at the time of the reservation. In the case of reservations made through our website or Call Center by 31st December 2025, 100% of the penalty will be transformed in a "UNA Flex Bonus" voucher and can be reused for future bookings at UNA Italian Hospitality hotels.

E. "UNA FLEX BONUS" VOUCHER The vouchers issued by UNA Italian Hospitality are valid for staying at hotels and resorts managed in compliance with the methods of use and conditions listed below:

1. The stay is to be used upon reservation and depending on the hotel availability. To request for availability and reservations, simply contact UNA Italian Hospitality's Booking Centre by sending an e-mail at reservation@gruppouna.it. The voucher number will be requested as a guarantee of the reservation.
2. The voucher is not cumulative, transferable nor monetizable in any other way.
3. It is not possible to use the voucher to compensate for cancellation penalties.
4. The voucher is valid for stays made before the expiry date in all UNA Italian Hospitality hotels and resorts, except from those managed in franchising and [listed here](#).

F. CHILDREN AND KIDS

Children and kids have always been welcome at UNA Italian Hospitality and up to 14 years old can stay for free at city hotels. The promotion is valid for one or more children / kids when they ages 14 or under at the time of check-in and share the room with at least one adult. The promotion is valid at participating hotels and applies to "bed and breakfast" or "room only" rates.

[LEARN MORE>](#)

G. PET POLICY

Your 4-legged friends are welcome in UNA Italian Hospitality hotels and resorts. In fact, it is possible to host dogs up to 25kg and cats up to 3kg with a stay fee that includes the cleaning and the Welcome Kit.

[LEARN MORE>](#)

H. CITY TAX

The tourist tax is a local tax applied to people staying in accommodation facilities in territories classified as tourist resorts and cities of art. These are the conditions applied in the municipalities hosting UNA Italian Hospitality hotels and that require the payment of a tourist tax.

[LEARN MORE>](#)

I. FRANCHISEE

UNA Italian Hospitality hotels and resorts currently managed with franchising contract:

- Relais Villa Grazianella | UNA Esperienze
- Grand Hotel di Parma | UNA Esperienze
- Posta Donini 1579 | UNA Esperienze
- Posia Retreat & SPA | UNA Esperienze
- L'Ariana Isole Eolie | UNA Esperienze
- Grand Hotel San Gemini | UNA Esperienze
- Maniace Boutique Hotel Ortigia | UNA Esperienze
- UNA HOTELS Varese
- UNA HOTELS Ala Venezia
- UNA HOTELS Le Terrazze Treviso Hotel & Residence
- UNA HOTELS Regina Bari
- UNA HOTELS MH Matera
- UNA HOTELS Club Hotel Ancora Stintino
- UNA HOTELS One Siracusa
- UNA HOTELS Ecohotel Villa Costanza Venezia
- UNA HOTELS Occhiobello
- UNA HOTELS Cesena Nord
- UNA HOTELS Imperial Beach Hotel Fano
- UNA HOTELS T Hotel Cagliari
- UNA HOTELS Imperial Sport Hotel Pesaro
- UNA HOTELS One Catania
- UNA HOTELS Tenuta Contessa Farm & SPA Cosenza

L. DOCUMENTS REQUIRED AT THE HOTEL

Upon arrival, to get access to the hotel services all guests must show a valid photo ID, including minors (art. 35 of Presidential Decree 28.12.2000 no.445 “Consolidated laws and regulations on administrative documentation”), that has been issued by an official

administrative authority of the state. Minors not accompanied by their parents and/or legal guardians (in compliance with art. 109 of the Consolidated Public Security Laws, pursuant to the Public Security Department of the Ministry of the Interior note of 01.09.2008 no. 557/PAS 13182.12012) may stay at the hotel only if accompanied by adult guardians in possession of a photocopy of the parents' and/or legal guardians' identity document and written authorisation stating the dates of the minor's stay, as per the form [available here](#) (Legislative Decree of 23/05/2011, no. 79, and the Ministry of the Interior Circular no. 400/A/2012/23.1.3 of 05/03/2012).

M. YOUR BENEFITS WHEN BOOKING DIRECTLY WITH US

Booking directly from our site is convenient and provides:

- **Best price guaranteed**
- **Free cancellation**
- **Exclusive benefits** combined with the Super-Flex and Semi-Flex rates

[READ MORE>](#)

O. CONTACT US

For reservations, inquiries, and further information about any hotel and the services offered by Gruppo UNA, please do not hesitate to contact our Customer Service and/or Reservations Center using the following methods:

T. +39 02 895261 – E. reservation@gruppouna.it

For corporate requests, as well as for specific information about a UNA Italian Hospitality hotel, direct contact details can also be found on the dedicated web pages.

P. COMPLAINTS

If you are dissatisfied with services you have received, you can file a formal complaint. Please attach a copy of the reservation or the contract and of your identity document and send it:

- by e-mail to reclami@gruppouna.it
- by mail to: Gruppo UNA S.p.A. c/o Funzione Quality ed Iniziative di Sostenibilità Via G. Murat, 23 - 20159 Milano (MI)

Q. RIGHT OF WITHDRAWAL

Without prejudice to the above mentioned regarding cancellation policies, we remind you that pursuant to article 59, paragraph 1, lett. n) of the D.lgs. September 6, 2005, n. 206 (Consumer Code), the right of withdrawal does not apply to the provision of accommodation for non-residential purposes, such as hotel reservations.

R. APPLICABLE LAW AND JURISDICTION

For the settlement of any disputes that may arise from the provision of services at the hotel in which the Customer is staying, if the Customer is also qualified as a consumer under the Consumer Code, the court of the place of residence of the Customer shall be competent.

S. PAYMENT METHODS

To make a reservation, credit card details must always be provided as a guarantee.

Payment methods vary depending on the rates/promotions chosen. Payment may therefore be made at the time of booking, or before arriving, or in full when checking out.

Before arriving, pre-authorisation may be requested from the issuer of the credit card left as guarantee, for an amount equal to the value of the stay. Please note that this is not pre-payment but a temporary hold that lasts until payment is made.

The credit cards accepted are: American Express – Mastercard – Visa – Union Pay – Diners Club – Jcb.