



Dear Family
thank you for contacting us.

During your stay, Il Borgo Mulino d'Acqua offers various activities you can enjoy in nature: padel court, five-a-side football pitch, beach volleyball, table tennis, semi-Olympic swimming pool, hiking and cycling, walking and running, horse riding and diving excursions, some of which can be done on site and others a few kilometers away.

Our large solarium by the pool will also provide you with moments of relaxation to regenerate.

Our dining area is spacious so that there is plenty of scope and free space, breakfast and lunch will be strictly outdoors.

Our accommodations are spread out within a large park, spaced out to ensure privacy and security. The structure is located close to the State Property, overlooking the sea but does not have exclusive access to the bay below.

Our offer in HOTEL FORMULA includes:

Unattended outdoor parking space

- Light and water consumption
- First bed linen and weekly change on stays of two weeks minimum.
- Daily Reorganization
- Independent and unlimited air conditioning
- TV
- Use of padel courts, five-a-side football, beach volleyball and table tennis tables upon availability
- Free WI-FI at reception, bar and pool solarium
- Use of the swimming pool and sunbathing area equipped with parasols/loungers upon availability
- Excursions and events info
- Free portage service at the following times: on arrival from 17:00 to 18:30 and on departure from 8:30 to 10:00
- Laundry service in our laundry room open from 10:00 to 13:00 and from 17:00 to 20:00

Optional paid services:

Second car or motorbike €5.00 per day

- Bed linen set per change €10,00
- Car wash service €25,00
- Baby-sitter on request €12.00 per hour

Compulsory paid services:

- Extra final cleaning if animals are present €20,00
- Deposit to be paid on arrival €50.00 which will be refunded on departure after checking the state of the accommodation.
- **Tourist tax (*) The Municipality of Otranto applies a tourist tax of €1.50 per day for the first 5 days of stay, Children under 12 years are exempt. (Rate subject to change)**



All our types of accommodation can be viewed on our website www.mulinodacqua.com with numerous photos and detailed descriptions.

CHECK-IN CHECK-OUT ARRANGEMENTS:

- Guests can enter the facility from 9 a.m. and use the services.
- The accommodation will be delivered from 17:00 on the day of arrival. The customer must leave the accommodation and the facility no later than 10:00 a.m. on the day of departure. You may continue to use the swimming pool service until 7:00 p.m. by paying an entrance fee according to our rates. For departures on Saturdays, Sundays and the middle week of August, payment of the pool entrance fee is compulsory.
- For arrivals after 8 p.m. surcharge of € 30.00 on the total stay.

TARIFF CONDITIONS:

- **In order to confirm the reservation, a deposit of 30% of the total cost of the reservation is required as a confirmation deposit, the payment of which is understood to be acceptance of the rules and regulations and of all the special terms and conditions of the facility. In addition, to confirm the booking it is necessary to fill in the form that we will send together with the estimate necessary to include all the details of the members of the accommodation.**
- The amount of the booked stay must be paid on site upon arrival at the Facility.
- Cancellations are accepted exclusively by registered mail; if received within 45 days of the arrival date indicated in the booking confirmation, the Customer shall be entitled to a refund of 50% of the deposit sent; in the event of no or late notice of cancellation in the manner and within the time specified herein, no refund shall be made to the Customer.
- Methods of payment: cash, credit cards (all except American express), debit cards, prepaid cards. **Bank cheques and bank transfers made on the day of arrival are not accepted.**

NO SHOW:

- In the event of a no-show, the facility will apply a penalty equal to the total amount of the previously paid deposit.

ADDITIONAL INFORMATION:

- The facility is about 1.5 km from the city beaches in the center of Otranto, while the Alimini beaches are about 3 km away.
- **During the course of the season, the Management will be entitled to organize special events (parties, concerts, after-hours or other) that may extend beyond midnight into the night.**
- The structure is located close to the state-owned area and only allows the view of the sea to be enjoyed, without being able to enter adjacent to the ridge.
- Only small animals (max. 7 kg) €10.00 per day are allowed and are welcome with a few minor restrictions: no access in the sports and shopping areas and by the pool solarium.



BUSINESS HOURS AND RECEPTION

Reception: 9 a.m. to 8 p.m.
Bar La Boa: 8:00 am to 10:00 am
Restaurant: 12:30 to 15:30
Pool Bar: 10:00 to 19:30
Swimming pool: 9:30 to 13:00 - 14:00 19:30

BOOKING ARRANGEMENTS:

To finalize your booking, we require your confirmation e-mail and the sending of a deposit by bank transfer (equal to 30% of the total stay) to: **Bank Transfer**

INTESTATION:

Scogliera Mulino d'Acqua - Via S.F. di Paola 30 - 73028 Otranto (Lecce)

Banca Intesa San Paolo Agency in Poggiardo

IBAN CODE: IT24F0306979724100000006060

Please specify in the reason for the bank transfer the quote number *which you will find in the top right-hand corner of the quote itself*. If the transfer is made by a person other than the quote holder, please specify in the reason for payment the quote holder or the person with whom we have exchanged e-mails.

Alternatively, you may provide us with a credit card number with a valid expiry date, from which you will authorize us by e-mail to withdraw the amount of the deposit.

Only after we have verified that the deposit has been credited to our bank account will you receive an e-mail from us confirming your reservation.

Before proceeding with the transfer, it is necessary to contact us to check availability. Transfers must be made and documented by sending an accounting copy within 5 days of your confirmation by e-mail. After this deadline, the option is cancelled.

In addition, in order to enable us to issue the tax receipt, you must provide us with the holder's residence details and tax code.

Should there be a need for an invoice, please let us know by providing billing details and the relevant unique code at the time of booking.

For further information and bookings, please call 0836.802191 every day from 4 p.m. to 7 p.m. or reply to this e-mail and we will get back to you. We invite you to read our regulations.

Awaiting your positive response, we cordially greet you.

The Mulino d'Acqua Staff



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