



Dear Family
thanks for contacting us.

During your stay, Borgo Mulino d'Acqua offers various activities that you can do in nature: Padel court, five-a-side football pitch, beach volleyball, table tennis, semi-Olympic swimming pool, excursions on foot or by bicycle, walks and runs, horseback riding and diving excursions, some of which can be done on site and others just a few km away from the property.

Our large solarium in the swimming pool will also guarantee you moments of relaxation to regenerate.

Our catering area is large in such a way as to leave a lot of scope and free space, breakfast and lunches will be strictly outdoors.

Our accommodations are distributed within a large park, spaced apart in order to guarantee privacy and safety.

The structure is located close to the State Property, overlooking the sea but does not have access to the bay below.

NEW FOR THE 2024 SEASON: PRIVATE SPA <https://aquacalet.it>

Our offer in FORMULA RESIDENCE includes:

- Unattended outdoor parking space
- Consumption of electricity, water and gas
- Air conditioning.
- Bedding
- TV
- kitchenette equipped with crockery and cookware
- Use of padel, five-a-side, beach volleyball and ping-pong tables upon availability
- Free WI-FI at the reception, the bar and the swimming pool solarium
- Use of the swimming pool and solarium area equipped with umbrellas, sunbeds/deckchairs upon availability
- Info on excursions and events
- Free portage service at the following times: on arrival from 5.00pm to 6.30pm and on departure from 8.30am to 10.00am
- Laundry service in our laundry room open from 10:00 to 13:00 and from 17:00 to 20:00
- **The sets of bed linen and towels are PAYMENT and toilet paper is not provided**

Mandatory paid services:

- Final cleaning €60.00
- Extra final cleaning in the presence of animals €30.00
- Deposit to be paid upon arrival €50.00 which will be refunded upon departure following verification of 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 up to 12 years are exempt. (Rate subject to change)

Payment services

- Half board (**land menu €25.00** per person per day; **sea menu €30.00** per person per day) includes: **Buffet breakfast at the bar, lunch or dinner which includes: An appetizer, a first or second course, fruit or sweet and water.** The half board service must necessarily be booked when confirming the quote, it must also be confirmed for the entire period of the stay and cannot be canceled during the stay itself. The customer is required to communicate the day before for the following day whether he will consume meals for lunch or dinner so that we can guarantee the service.
- Second car or motorbike €5.00 per day
- Bath linen set (3 pieces) €15.00
- Car washing service €25.00
- Babysitter on request €12.00 per hour
- **Private SPA (price list of courses and treatments available on the site <https://aquacalet.it>)**

Shuttle service to the sea

Our shuttle service only guarantees the transfer from the structure to the Ponte of Laghi Alimini where several equipped and free beaches are located. For the umbrella and sunbed service we invite you to contact the beach establishments of your choice directly.

The trips will be carried out at the following times (except for unforeseen events due to heavy traffic, accidents or anything else not dependent on the structure):

Outward journey:

- 9:00
- 11:30
- 4:00 pm

Return:

- 12:00 pm
- 4.30pm
- 6.30pm

The service must necessarily be booked the day before use

Mandatory paid services:

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



CHECK-IN CHECK-OUT PROVISIONS:

- The customer can access the structure starting from 9:00 and use the services.
- The accommodations will be delivered from 5pm on the day of arrival. The Customer must leave the accommodation no later than 10:00 am on the day of departure, but will be able to continue to use the services present within the structure until 8:00 pm
- For arrivals at the facility after 10.00 pm, a supplement of €40.00 will be added to the total stay. Payment of the entire amount is also required within 48 hours before the day of arrival.

TARIFF CONDITIONS:

- **To confirm the booking, it is necessary to pay 30% of the total cost of the booking as a confirmation deposit, the payment of which is understood as acceptance of the regulations and of all the provisions and particular conditions of the Structure. Furthermore, to confirm the booking, you are required to fill out the form that we will send together with the estimate necessary to include all the data of the members of the guests.**
- 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 60 days of the arrival date indicated in the booking confirmation, the Customer will be entitled to a 50% refund of the deposit sent; in the event of failure or late communication of the cancellation in the ways and times indicated in these regulations, no refund will be made to the Customer.
- Payment methods: cash, credit cards (all except American Express), debit cards, prepaid cards, debit cards. Bank checks are not accepted

NO SHOW: In case of no show the structure will apply a penalty, equal to the total amount of the confirmation deposit previously paid.

ADDITIONAL INFORMATION:

- **Smoking is prohibited in all internal areas of the Borgo Mulino d'Acqua structure (art. 51 law n. 3 of 16/01/03 and of the Prime Ministerial Decree 23/12/03)**
- The structure 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 season, the Management will have the right to organize special events (parties, concerts, after hours or other) which may last beyond midnight until late at night.**
- The structure is located close to the state-owned area and only allows you to enjoy the view of the sea, without being able to enter adjacent to the ridge.
- Only small pets are allowed (max 7 kg) €12.00 per day and are welcome with some small restrictions: prohibition on accessing the sports and commercial service areas and the swimming pool solarium.

COMMERCIAL SERVICES AND RECEPTION HOURS

- Reception: from 9:00 to 22:00
- Bar La Boa: from 8:00 to 10:30
- Bistro: from 12.30pm to 3.30pm



- Pool Bar: from 10.30am to 7.30pm
- Pool: from 9.30am to 1.00pm – 2.00pm to 7.30pm

BOOKING PROVISIONS:

To complete the booking, we require your confirmation email and the sending of a confirmatory deposit via bank transfer (equal to 30% of the total stay) to:

Bank transfer

HEADING:

Cliff Water Mill – Via SF di Paola 30 - 73028 Otranto (Lecce)

Banca Intesa San Paolo Poggiardo branch

IBAN CODE: IT24F030697972410000006060

Please specify in the bank transfer reason the quote number that you will find in the top right corner of the quote. If the bank transfer is made by a person other than the quote holder, we ask you to specify in the reason for payment the quote holder or the person with whom we exchanged emails.

Alternatively, you can provide us with a credit card number with a valid expiry date, from which you will authorize us via email to withdraw the amount of the confirmation deposit.

Only after we have verified that the deposit has been credited to our current account will you receive an email from us confirming the booking.

Before proceeding with the bank transfer you must contact us to check availability.
Bank transfers must be made and documented by sending an accounting copy within 5 days of your confirmation via email. After this deadline the option is cancelled.

Furthermore, in order to allow us to issue the tax receipt it is necessary to provide us with the owner's residence data and tax code.

If there is a need for an invoice, we invite you to let us know by providing us with billing information and the relevant unique code at the time of booking.

For further information and reservations we remain at your disposal on 0836.802191 every day from 4.00pm to 7.00pm or by replying to this email we will be happy to contact you again. We invite you to read our regulations.

While waiting for your positive feedback, we cordially greet you.



The staff of the Water Mill

A large, light purple circle containing the text 'Borgo mulino d'acqua' in a white, elegant script font. Below the circle are three stylized, wavy lines in shades of light blue and purple, suggesting water.