



Dear Customer,
Thank you for contacting us.

During your stay Il Borgo Mulino d'Acqua offers various activities to do in nature: Padel court, soccer field, beach volleyball, ping-pong, semi-Olympic swimming pool, the brand new private SPA, excursions on foot or by bike, walks and runs, horseback riding and underwater excursions, some of which can be done on site and others a few km away from the structure.

Our dining area is large so as to leave plenty of room for action and free space, breakfast and lunch will be strictly outdoors.

Our accommodations are distributed within a large park, spaced apart from each other to ensure privacy and security.

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

Our B&B FORMULA offer includes:

- Breakfast at our bar
- Unattended outdoor parking space
- Electricity and water consumption
- First supply of bed linen and towels and a roll of toilet paper, subsequent ones can also be purchased on site. Any subsequent changes of linen will have a cost of
- €15.00 per set (body towel and face towel) and €10.00 for changing sheets
- Independent and unlimited air conditioning
- Use of Padel courts, five-a-side football, 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 17:00 to 18:30 and on departure from 8:30 to 10:00
- Laundry service at our laundry room open from 10:00 to 19:00
- Daily tidying (tidying means: making the bed and cleaning the bathroom, tidying does not include changing the bathroom and/or bed linen)

Mandatory extra services for a fee:

- Extra final cleaning in the presence of animals €30.00
- **15 days before arrival at the property, the Client is required to pay a security deposit of € 100.00 (via pre-authorization on a credit card) as a guarantee for any damage to the accommodation and/or extraordinary cleaning costs. The Client is invited to carefully read art. 3 of our Regulations.**
- 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)



Optional extra services for a fee:

- Babysitter on request €12.00 per hour
- Change of bathroom linen or additional €15 per set.
- Change of bed linen €8.00
- **Private SPA (price list of itineraries and treatments available on the website):**
<https://aquacalet.it>

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 facility starting from 9:00 and use the services.
- The accommodations will be delivered from 5:00 pm on the day of arrival. The Client must leave the accommodation no later than 10:00 am on the day of departure, but may continue to use the services available within the structure until 8:00 pm
- **For arrivals after 20:00 there is a supplement of € 50.00, to be paid upon arrival. In any case, arrivals after 22:00 are not permitted.**

RATE CONDITIONS:

- **To confirm the reservation, it is necessary to pay 40% of the total cost of the reservation as a confirmation deposit, the payment of the same is considered as acceptance of the regulations and all the provisions and special conditions of the Structure. In addition, to confirm the reservation, it is required to fill out the form that we will send together with the estimate necessary to receive all the data of the members of the guests.**
- Payment for the entire stay is required within 48 hours of arrival at the property.
- 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 refund of 50% of the deposit sent; in the event of failure or late communication of the cancellation in the manner and within the times indicated in this regulation, the Customer will not be given any refund.
- Payment methods: cash, credit cards (all except American Express), debit cards, prepaid cards. Checks are not accepted.

NO SHOW: In case of no show the property 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 property. (art. 51 law n. 3 of 16/01/03 and of the Prime Ministerial Decree of 23/12/03)**
- The property is approximately 1.5 km from the city beaches of the center of Otranto, while the Alimini beaches are approximately 3 km away.
- During the season, the Management will have the right to organize special events (parties, concerts, after hours or other) that may continue beyond midnight until late at night.



- The structure is located close to the state-owned area and allows only to enjoy the sea view, without being able to go near the cliff.
- Only small pets are allowed (max 7 kg) €12.00 per day and are welcome with a few small restrictions: no access to sports and commercial areas and the swimming pool solarium.

BOOKING PROVISIONS:

To complete the reservation, you need a confirmation email and a confirmation deposit via bank transfer (equal to 40% of the total stay) to:

Bank transfer

HEADING:

**Scogliera Mulino d'Acqua Srl – Via SF di Paola 30 – 73028
Otranto (Lecce)**

Banca Popolare Pugliese Maglie Agency

IBAN CODE: IT93L0526279860CC0281032783

Bic Code BPPUIT33

Please specify in the reason for the transfer the quote number that you will find in the top right corner of the quote. If the transfer is made by a person other than the quote holder, we ask you to specify in the reason for the transfer the quote holder or the person with whom we exchanged emails. It must also be specified in the reason for the transfer that it is a confirmatory deposit.

Alternatively, you can provide us with a credit card number with a valid expiration 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 a final confirmation email from us for your reservation.

Before proceeding with the bank transfer, you must contact us to check availability.

Bank transfers must be made and documented by sending a copy of the account within 3 days of your confirmation by email. After this period the option is cancelled.

If an invoice is required, please let us know by providing your billing information and unique code when booking.



For further information we invite you to contact us at the following email address: info@mulinodacqua.it and we will contact you again. We invite you to read our regulations.

We look forward to hearing from you and send you our warmest regards.

The Borgo Mulino d'Acqua Staff

A large, light purple circular graphic 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 purple and white, representing water.