



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, hiking or cycling excursions, walks and runs, horseback riding and underwater excursions, some of which can be done on site and others a few km away from the property.

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 offer in RESIDENCE FORMULA includes:***

- Unattended outdoor parking space
- Electricity, water and gas consumption
- Air conditioning.
- Bed linen
- kitchenette equipped with dishes and cookware
- 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
- **Bathroom linen is PAYMENT and can also be requested on site.**  
**Furthermore, only the first roll of toilet paper is provided, the subsequent ones can also be purchased on site.**

***Mandatory paid services:***

- Final cleaning €60.00
- 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)



#### **Paid services**

- Second car or motorbike €5.00 per day
- Bath linen set (3 pieces) €15.00
- Car wash service €25.00
- Babysitter on request €12.00 per hour
- **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](http://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 at the facility. 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 of the entire stay is required within 48 hours prior to 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. Bank 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:**

**Account in the name of:**

**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 itself. 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 5 days of your confirmation by email. After this period the option is cancelled.



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

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

For further information and reservations, we remain at your disposal at the number 0836.802191 every day from 16:00 to 19:00 or by replying to this email 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 serves as a background for the text. It contains the words 'Borgo mulino d'acqua' in a white, elegant script font. Below the circle are three wavy lines in shades of light blue and white, representing water.

*Borgo*  
mulino  
d'acqua