

Glamping Luna del Monte

General Terms & Conditions

Monte Santa Maria Tiberina · Umbria · Italy

By making a reservation with Glamping Luna del Monte, you agree to the following terms and conditions. These apply to all accommodation types including glamping tents (safari tents), camping pitches, and any additional services. Our goal is to ensure a pleasant, relaxed experience for all our guests.

1. Booking & Payment

- A booking is confirmed once you have received written confirmation from us and the first payment (30%) has been received.
- The first payment must be made within 24 hours of making the reservation.
- The remaining 70% must be paid no later than 8 weeks before the arrival date.
- If you book within 8 weeks of arrival, the full amount is due within 24 hours of booking.
- If payment is not received on time, we reserve the right to cancel your booking. Cancellation fees will apply as described in section 2.
- If we are unable to honour your reservation for reasons on our part, we will notify you by email as soon as possible. Any amounts already paid will be refunded in full.

2. Cancellation by Guest

All cancellations must be submitted in writing by email. The following cancellation fees apply:

- More than 3 months before arrival: 15% of the total rental price
- Between 3 and 2 months before arrival: 50%
- Between 2 and 1 month before arrival: 75%
- Within 1 month before arrival: 90%
- On the day of arrival or no-show: 100%

We strongly recommend taking out travel and cancellation insurance before your trip.

3. Changes to Your Reservation

Minor changes such as the number of guests or specific preferences can generally be made free of charge, subject to availability. Please contact us as early as possible if you need to make any changes.

4. Arrival & Departure

- Check-in for glamping tents and accommodations is from 3:00 PM onwards on your arrival day.
- Check-in for camping pitches is from 2:00 PM onwards.
- Check-out for accommodations is by 10:00 AM.
- Check-out for camping pitches is by 11:30 AM.
- If you plan to arrive outside of regular check-in hours, please inform us in advance so we can make the necessary arrangements.

5. Rules During Your Stay

- Quiet hours are between 11:00 PM and 8:00 AM. We kindly ask all guests to respect this, particularly in relation to neighbouring tents and pitches.
- Please keep your pitch or accommodation clean and tidy throughout your stay. Any damage to the accommodation or equipment will be charged to the guest responsible.
- Dogs are welcome at Glamping Luna del Monte. They must be kept on a leash at all times, must not disturb other guests, and must not be left unattended.
- Open fires are strictly prohibited. Barbecues are permitted only in designated areas.
- Visitors (non-registered guests) are welcome with prior notice and registration. An additional fee may apply.
- Our site has designated parking areas. Cars are not permitted on camping pitches or in front of glamping tents, unless used as campervans or motorhomes.
- Glamping tents and accommodations may not be used for parties or celebrations without prior written permission from the management.

6. Glamping Tents – Additional Conditions

The 17 glamping safari tents at Glamping Luna del Monte are operated in partnership with Vodatent. Specific tent configurations, available equipment, and inclusions are described in your booking confirmation and on our website.

- Guests are expected to treat the tent furniture, bedding, kitchenware, and equipment with care.
- The tents are fully furnished and equipped. Please report any defects or damage immediately to the reception.
- Smoking is not permitted inside the glamping tents.

7. Liability

- Your stay at Glamping Luna del Monte is at your own risk. The campsite is not liable for loss, theft, injury, accidents, or damage to personal property.
- Parents and guardians are responsible for their children at all times.
- Any damage caused by guests to accommodation, tents, equipment, or communal areas will be charged to the guest.
- Glamping Luna del Monte is not liable for damage or inconvenience caused by natural events, extreme weather, force majeure, or circumstances beyond our control.

8. Photos and Videos

We occasionally photograph and film our campsite, accommodations, and activities for use on our website and social media channels. We may use such materials for promotional and commercial purposes.

If you prefer not to appear in any photos or videos, please notify us at check-in and we will take note of your preference.

9. During Your Stay

- All guests must present a valid identity document upon arrival. Italian law (Alloggiati Web) requires us to register all guests with the authorities within 24 hours of check-in.
- The management reserves the right to refuse access to or remove guests whose behaviour is disruptive, dangerous, or contrary to these terms.
- Opening hours of facilities and services may vary by season. Current information is provided at check-in.
- Children may only use the sanitary facilities when accompanied by a parent or guardian.
- Electrical connections must only be made using earthed plugs. Tampering with electrical infrastructure is strictly prohibited.

- Any suspected infectious disease must be reported to the management immediately.

10. Tourist Tax

The municipality of Monte Santa Maria Tiberina levies a tourist tax (tassa di soggiorno) on overnight stays. This tax is not included in the rental price and will be collected separately at check-in or check-out. The applicable rate will be communicated at the time of booking or on arrival.

11. Complaints

If you have a complaint during your stay, please report it to the reception as soon as possible so we can address it promptly. Complaints submitted after departure can only be considered if reported in writing within 14 days of check-out.

12. Governing Law

These terms and conditions are governed by Italian law. Any disputes arising from your stay that cannot be resolved amicably will be submitted to the competent court in Perugia, Italy.

We look forward to welcoming you to Glamping Luna del Monte!

If you have any questions, don't hesitate to reach out.

campinglunadelmonte.nl