

**Pre-contractual information for consumers**  
**in distance contracts and contracts negotiated away from business premises**  
**(as per article 45, letter g) and art. 51, 4 ° and 7 ° c., Legislative Decree 6 September 2005, n. 206)**

- 1. Information provided by the trader:** they are related to hotel services contracts. The tourist bookings are referred to a hotel structure RTA (hotel tourist residence), 4 stars, with apartments or rooms, and areas for catering and conventions better described and specified in the public offer of services presented by the professional, elsewhere also called "2023.1 Carta dei Servizi Alb.23";
- 2. Identity of the professional:** Società Turistica Addaura-SOC.T.A. a r.l., tax code and VAT number 00496930827, registered in the register of companies at the Chamber of Commerce of Palermo, n. 53630 R.E.A. ; Tel: +39 091 455193 - Fax: +39 091 8772379 - Email: [ricevimento@lamarsa.it](mailto:ricevimento@lamarsa.it); [soctasrl@pec.it](mailto:soctasrl@pec.it);
- 3. Geographical address of the professional:** Lungomare Cristoforo Colombo, 4801 (c.a.p. 90149), Palermo, Italy, Sicily;
- 4. Availability of hotel tourist services:** reported at the top of the offer in the descriptive field of the tourist service requested (page 1);
- 5. Total price of hotel services inclusive of taxes:** top of the offer in the descriptive field of the tourist service required (page 1);
- 6. Payment deposit:** 30% of the amount agreed for the entire stay (pursuant to Article 1385 of the Civil Code) to be paid at the time of booking;
- 7. Method of payment:** 30% to be paid at the time of booking to be considered as a deposit (ex Article 1385 c.c.); 70% to be paid at the check in. The term of initial payment, of subsequent and final payments are to be considered essential for the hotel owner (pursuant to Article 1457 of the Civil Code). Payment can be made in the following ways: a) bank transfer; b) use of the credit card that must take place after authorization with the consumer's customer's signature, where the card details are indicated (type: Visa, Mastercard, number, name holder, validity) and sent to fax or e-mail guaranteed exclusively with the digital signature system;
- 8. Guarantee of the exact fulfillment of the contract:** the customer provides authorization to use his credit card type card \_\_\_\_\_, n. \_\_\_\_\_, validity \_\_\_\_\_, holder \_\_\_\_\_;
- 9. Validity of the offer and of the price:** the term reported in the validity field at the top of the offer (page 1) is to be considered essential (pursuant to Article 1457 of the Civil Code);
- 10. Acceptance of hotel booking by the professional operator:** any booking value is excluded which is not followed by a written confirmation of the professional operator made known to the customer by means of online forms available on the tourist facility's website if the reservation is made electronically; where the booking is made by fax, telephone or email, the professional is obliged to make the clause known to the client (pursuant to Article 1341 of the Civil Code) by fax, e-mail or suitable means for this purpose;
- 11. Exclusion of right of withdrawal:** pursuant to art. 59, lett. n), Legislative Decree no. 206/2005, the consumer customer will not benefit from a right of withdrawal;
- 12. Penal for late cancellation:** a) from the day following the booking up to 30 days before the initial date of stay: 30% of the amount agreed for the entire stay; b) from 29 to 14 days before the initial date of stay: 30% of the amount agreed for the entire stay; c) from 13 to 10 days before the initial date of stay: 50% of the amount agreed for the entire stay; d) from 9 to 4 days before the initial date of stay: 75% of the amount agreed for the entire stay; e) from 3 to 0 days before the initial date of stay: 90% of the amount agreed for the entire stay;
- 13.** The calculation of the days does not include the day of the cancellation, the cancellation communication must arrive in a working day prior to the day of the stay.
- 14. Out-of-court dispute settlement:** ADR Dike Mediation and competent arbitration (pursuant to Article 141-sexies, 1st and 2nd c., Legislative Decree 206/2005) of the use of the out-of-court dispute resolution procedure, referred to in Part V, Title II-bis (Consumer Code Legislative Decree No. 206/2005); website <http://www.adrdike.it>;
- 15. Regulatory reference:** Sections I to IV, Chapter I, Title III, Legislative Decree 6 September 2005, n. 206 (Consumer Code). 16. City tax not included.