



THE D U C H E S S OF PUGLIA

Terms, Conditions, Privacy & Cancellation Policies

Operator: The Duchess of Puglia S.R.L.

Registered Office: Bari, Italy Property: Polignano a Mare (BA), Italy

Legal Contact: liam@theduchessofpuglia.com

Terms & Conditions

- Reservations require a valid credit card. Pre-authorization may occur prior to arrival.
- Payments may be collected at check-in or check-out depending on rate type. Some rates are fully prepaid and non-refundable.
- Check-in from 15:00. Check-out by 10:00. Early or late requests are subject to availability and fees.
- Valid government-issued photo ID is required. Adults-only property (18+).
- Maximum occupancy must be respected. Unauthorized visitors are not permitted.
- Guests are responsible for damages, loss, or excessive cleaning costs.
- The hotel is not liable for loss or theft of personal belongings.
- Disruptive behavior may result in immediate termination of stay without refund.
- Facilities may be unavailable due to maintenance, safety, weather, or force majeure.
- Italian law governs these terms with exclusive Italian court jurisdiction.

Cancellation Policy

- Cancellations allowed up to 7 days prior to arrival unless stated otherwise.
- Late cancellations, no-shows, or early departures may incur full charges.
- Non-refundable rates cannot be cancelled or modified.
- Local city tax is payable on site as per municipal regulations.



THE DUCHESS OF PUGLIA

Privacy Policy

- Data Controller: The Duchess of Puglia S.R.L., Bari, Italy.
- Data processed in accordance with GDPR for reservations, legal, security, and marketing purposes.
- Booking and accounting data retained for 10 years.
- Marketing data retained until consent withdrawal.
- CCTV recordings retained 24–72 hours unless incident-related.
- Privacy requests may be sent to liam@theduchessofpuglia.com

Payment Policy

- A valid credit card is required to guarantee all reservations.
- The hotel reserves the right to pre-authorize the card prior to arrival.
- Payment terms vary by rate plan:
- Flexible rates: payment is due at check-in or check-out.
- Non-refundable or promotional rates: full payment is charged at the time of booking.
- In the event of late cancellation, no-show, or early departure, the applicable cancellation charges will be applied to the credit card on file.
- Local city tax is not included in the room rate and must be paid on site, in accordance with municipal regulations.