

## **Credit Card Guarantee and Damage Authorization Policy**

To guarantee reservations and ensure coverage for any accidental or incidental damages that may occur during the stay, guests are required to provide a valid credit card at the time of booking or check-in.

By confirming the reservation, the guest authorizes the Hotel to pre-authorize or temporarily hold an amount on the provided credit card as a security guarantee for:

- accidental damages to the room or hotel property;
- missing items;
- unpaid services or charges incurred during the stay.

In accordance with:

- Regulation (EU) 2016/679 (General Data Protection Regulation – GDPR);
- Directive (EU) 2015/2366 (Payment Services Directive 2 – PSD2);
- applicable Italian legislation,

the Hotel processes payment data securely and exclusively for purposes related to reservation guarantee, payment verification, and damage protection.

### **Credit Card Verification Before Arrival**

Prior to the arrival date, the Hotel may perform a temporary authorization charge or small withdrawal on the credit card provided in order to verify the validity of the card and guarantee the reservation.

This amount is not a payment and will be immediately released or refunded after verification. Depending on the banking institution, the time required for the amount to become available again may vary.

### **Damage Charges**

In the event of verified accidental or incidental damages, extraordinary cleaning requirements, or unpaid balances, the Hotel reserves the right to charge the corresponding amount to the credit card provided, with supporting documentation available upon request.

The Hotel does not store full payment card details and adopts all appropriate technical and organizational security measures required by European and Italian data protection laws.