



BOOKING RULES

BOOK WITH US! RESERVATION POLICY

- Our reservations come with a no-show cancellation policy. That's why, during the booking process, you will be asked to enter your credit card details. Please note that this is only as a guarantee for the reservation.
- At no time do we charge an upfront amount. We will only charge for a no-show in the event of a non-advised cancellation without at least 24 hours notice.
- We hold your sun beds for a courtesy period of 15 minutes. After that time, the pool reserves the right to release them.
- We operate with three time shifts. If the reservation is for the first shift, you can enjoy the pool from 10:00 to 13:45 h. Afterward, you must leave the sun bed so that we can accommodate our second shift, starting at 14:00 h until 18:00 h. The third shift is the whole day, from 10:00 to 18:00.
- Important! A reservation will only be confirmed when you receive the corresponding confirmation whatsapp message. If you don't receive this message, we won't have your reservation noted. If you can't find it contact us.
- On the day before the reservation, you will receive a WhatsApp message to reconfirm again the reservation. Once you confirm it, it will be completely guaranteed.
- The entry of kids under 18 years old is allowed always accompanied by an adult. It is important to inform us about the number of minors who will be attending and their age.
- Nominal reserves: Reserves are personal and non-transferable.



TENUTA DEI NORMANNI

Oasis Pool

FAQ

- If the number of people you need to book for does not appear, it's because all sun beds that can accommodate that number are already fully booked.
- If the desired reservation time does not appear, it's because that shift is already full. The website will only show available times for that date. You can always contact us to confirm availability.
- If you are a large group and the option to reserve does not appear, you can contact us through the pool's whatsapp, and we will respond as quickly as possible.
- Reserved sun beds cannot be extended to accommodate more guests. In any case, we recommend contacting us to assess your request. If you don't and arrive at the pool with more people than indicated in your reservation, the pool reserves the right to cancel the beds.
- To avoid possible mishaps and given that the ground is grassy, the entry of dogs is not allowed.
- We don't process reservations through our social media channels.
- There is no reservation for drinks. Reservations are not required for access to the pool area bar, but please contact us to check availability.

THANK YOU VERY MUCH!