

# CONTRACT / GENERAL TERMS AND CONDITIONS OF SERVICE FOR SECURE PARKING WITH ONLINE BOOKING

## 1. Subject of the Contract

This contract governs the provision of secure parking services (hereinafter referred to as the "Service") managed by Pugliandgo By Il Mondo Srl, with registered office in Brindisi, Via Bastioni San Giorgio, 44 - 46, VAT number 01962230742, with booking via the website [www.pugliandgo.com](http://www.pugliandgo.com), for the Customer who makes an online booking.

## 2. Online Booking

2.1 Bookings are made via the website by filling in the appropriate form, indicating the date and time of arrival/collection, vehicle details, and duration of the service.

2.2 Bookings are only considered valid after receipt of the automatic confirmation email and any required payment.

2.3 The Customer is responsible for the accuracy of the information entered. Any errors resulting in additional costs will be charged to the Customer.

## 3. Prices and Payment

3.1 Rates are clearly indicated on the website and include VAT, unless otherwise specified.

3.2 Payment may be requested:

online by card or digital systems;

at the facility upon arrival.

3.3 Any extra services (car wash, luggage transport, electric charging, additional stops) will be charged according to the current price list displayed on the website and/or at the facility.

## 4. Booking Changes

4.1 The Customer may request changes by email or through the customer area of the website up to [xx hours] before the scheduled arrival time.

4.2 Changes are subject to availability and may result in price changes.

## 5. Cancellations and Refunds

5.1 Cancellations within 72 hours prior to arrival: full refund.

5.2 Cancellations between 72 hours and 24 hours before arrival: 50% charge.

5.3 Cancellations with less than 24 hours' notice or no-shows: 100% charge of the cost of the service.

5.4 No refund will be given if the vehicle is collected earlier than the booked date.

## 6. Access to the Car Park

6.1 Upon arrival, the Customer must show their booking confirmation (digital or paper).

6.2 The car park is accessible during the hours indicated on the website. Any arrival outside these hours does not guarantee access.

6.3 The customer must park their vehicle where indicated by staff.

## 7. Vehicle Storage

7.1 The car park is secure, meaning that staff and/or video surveillance systems are present.

7.2 Security covers the car park spaces, not items left inside vehicles.

7.3 It is forbidden to leave valuables visible or unattended. The Company is not liable for theft of personal items that have not been declared and handed over to staff.

## 8. Company Liability

8.1 The Company is liable for any direct damage to the vehicle caused by its employees or by malfunctions of the facilities.

8.2 It is not liable for damage caused by:

exceptional weather events;

vandalism originating from outside or from unidentifiable third parties;

fires or events of force majeure;

wear and tear or pre-existing defects in the vehicle.

8.3 Any complaints must be reported before the vehicle is removed, otherwise any claim for compensation will be forfeited.

## 9. Customer Liability

The Customer undertakes to:

deliver the vehicle in a safe condition (handbrake on, windows closed);

remove all personal belongings;

comply with signage and staff instructions;

promptly notify the parking facility of any parking extensions.

Any damage caused by the Customer to persons, property, or parking facility equipment will be charged to the Customer.

## 10. Vehicle Pickup

10.1 The vehicle may only be picked up by the Customer or by a person authorized by written proxy and identification.

10.2 In the event of a delay in collection exceeding 12 hours, an additional fee will be applied for each additional hour/day.

## 11. Video Surveillance and Security

11.1 The parking area may be subject to video surveillance for security purposes.

11.2 Images are processed in compliance with current privacy legislation.

## 12. Processing of Personal Data (GDPR)

The Customer's personal data will be processed by Il Mondo Srl in accordance with EU Regulation 679/2016 exclusively for purposes related to booking, billing, and service management.

The complete privacy policy is available on the website.

## 13. Force Majeure

In the event of unforeseen circumstances (breakdowns, temporary inability to access, emergency conditions), the Company may temporarily suspend or modify the service. In such cases, any unused amounts will be refunded.

#### 14. Jurisdiction

Any disputes shall be settled by the court of the place where the Company is based, i.e. Brindisi, unless otherwise required by mandatory consumer protection regulations.