

Urban Hive Milano - General Terms and Conditions of Sale

Effective Date: 01/01/2025

Hotel Name: Urban Hive Milano

Location: Corso Garibaldi, 84 – 20121 Milano – Italy

Contact Information:

- **Legal Entity Name:** Carlyle Hotel Srl
- **Email Address:** ciao.milano@urbanhivehotels.com
- **Legal email address:** carlyle@legalmail.it
- **Phone Number:** +39 02 29003888

1. Introduction

These Terms and Conditions govern the sale of services by Urban Hive Milano ("the Hotel"). By making a reservation or using any of the Hotel's services, you ("the Guest") agree to be bound by these Terms and Conditions. Please read them carefully before booking.

2. Description of Products and Services

Urban Hive Milano offers premium accommodation services, including room bookings, additional amenities (e.g., breakfast, airport transfers, guided tours), and event hosting. The services provided will vary depending on the reservation and may include both standard and customized offerings. By booking a room or using any services, you agree to the terms and conditions outlined here.

3. Booking Steps

The process for booking a room or service at Urban Hive Milano is as follows:

Step 1: Selecting Your Stay

Visit the Hotel's website to choose your desired room type, check-in and check-out dates. Make sure to review the available options, including any promotions or special packages.

Step 2: Enter Guest Details

Provide the necessary details, including the number of guests, contact information, and any special requests (e.g., late check-in, accessibility needs).

Step 3: Choose Payment Option

Choose your payment method, such as credit card. Some rate plans may require a deposit, full payment, or a valid credit card guarantee.

3.4 Step 4: Review and Confirm Booking

Before completing the reservation, review the booking details, including the room type, dates, and payment information to ensure all details are accurate.

3.5 Step 5: Receive Confirmation

Upon completion of the booking, you will receive a confirmation email containing your reservation details.

4. Payment Terms

Payment Methods

Accepted payment methods include credit card, debit card, or bank transfer. Some services or rate plans may require full payment at the time of booking, while others may allow for a deposit or charge upon check-in.

Payment Processing

Payment is processed securely by Adyen N.V., the legal entity managing our merchant account. All payment transactions are securely handled via an encrypted payment gateway. In case the payment is required upon booking, the Hotel will charge the credit card provided at the time of booking. It is also possible to arrange to receive a secure payment link with the Hotel.

5. Third-Party Involvement

Urban Hive Milano may work with third-party providers for certain services such as transportation, tours, and event hosting. These third-party services may have additional terms and conditions, which apply alongside our terms. Urban Hive Milano is not responsible for the actions or performance of third-party service providers.

6. Privacy Policy

Urban Hive Milano is committed to safeguarding your privacy. The following outlines how we collect, use, and protect your data:

6.1 Data We Store

We collect personal data such as your name, contact details, payment information, and preferences (e.g., room type, special requests) to facilitate your booking, communication, and stay.

6.2 Data Sharing with Third Parties

To process payments, fulfil reservations, or provide additional services (e.g., tours, transportation), we may share your data with third-party providers. These providers are required to handle your data in compliance with applicable privacy laws.

6.3 Cookie Policy

Our website uses cookies to improve functionality and user experience. Cookies help us remember your preferences and optimize the website's performance. You can manage your cookie preferences in your browser settings.

6.4 Data Retention

We retain your personal data only for as long as necessary to provide services and comply with legal obligations. After this period, data will either be anonymized or securely deleted.

Full policy can be found on our website <https://www.urbanhivehotels.com/en/milano> by clicking the Privacy button in the page footer.

7. Delivery Information

7.1 Service Delivery

Bookings are confirmed instantly. Additional services such as tours or event hosting may have specific delivery times depending on the service chosen.

7.2 Delivery Regions

Urban Hive Milano provides services in Milan, Italy.

8. Refund and Cancellation Policy

8.1 Cancellation Rights

Guests are entitled to cancel bookings or request refunds according to the cancellation policy stated at the time of booking. Refund eligibility depends on the rate plan chosen (e.g., non-refundable rates may not be eligible for refunds).

8.2 Cancellation Process

To cancel a reservation, guests must contact Urban Hive Milano directly via email (ciao.milano@urbanhivehotels.com) or phone (+390229003888). Cancellations made within the specified time frame may be eligible for a refund.

9. Governing Law

These Terms and Conditions are governed by the laws of Italy. Any disputes arising from these terms shall be subject to the exclusive jurisdiction of the courts in Milan, Italy.

10. Contact Information

For any inquiries or assistance, you may contact us at:

- **Legal Entity Name:** Carlyle Hotel Srl
 - **Email Address:** ciao.milano@urbanhivehotels.com
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11. Changes to Terms and Conditions

Urban Hive Milano reserves the right to amend or update these Terms and Conditions at any time. Any changes will be communicated to guests via email or through the Hotel's website. We recommend reviewing these Terms and Conditions periodically to stay informed of any updates.

By completing a reservation, the Guest agrees to the terms and conditions outlined in this document, which form the binding agreement between the Guest and Urban Hive Milano.

Milano, 01/01/2025