

## Policy on booking deposits for SAT mountain huts

### Art. 1 – Subject matter and purpose

1. This policy governs, in a uniform and consistent way, the management of booking deposits for mountain huts owned by SAT that use the booking system defined by SAT.
2. The purpose of this policy is:
  - a) to ensure transparent and uniform criteria for users;
  - b) to ensure consistency with the current SAT price list;
  - c) to provide hut managers with a simple and reliable tool for managing bookings, cancellations and no-shows;
  - d) to reduce organisational uncertainty and operational inefficiencies in bed allocation-

### Art. 2 – Scope of application

1. These policies apply to overnight bookings made at SAT mountain huts.
2. The conditions must be made known to the user before the confirmation of the booking, via:
  - a) the booking portal;
  - b) the mountain hut's website;
  - c) written confirmation (email or other traceable channel).
3. This is without prejudice to the provisions, where applicable, of the CAI General Policy for Accommodation Facilities and the legislation in force.

### Art. 3 – Definitions

For the purposes of this policy, the following definitions apply:

- a) Booking deposit: the amount required to confirm the booking.
- b) Cancellation: notification of cancellation of the booking by the user, made via a traceable method (booking portal, email, other designated channel).
- c) No-show: non-arrival of the user without cancellation within the specified time limit.

**Società degli Alpinisti Tridentini APS**

via Giannantonio Mancini, 57 - 38122 Trento - Tel. 0461 981871 - sat@sat.tn.it - www.sat.tn.it - PEC: sat@pec.sat.tn.it  
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- d) Reusable deposit: a deposit that remains valid and can be reused by the user within the same opening season, subject to the conditions set out in this policy.
- e) Opening season: the period or periods during which the mountain hut is open, as defined and published on the official booking channels. In any case, for the purposes of this policy, the opening periods and all related effects (including any validity/reuse of the deposit) are limited solely to the relevant calendar year (1 January – 31 December) and cannot extend into the following calendar year, even if the winter opening period straddles two calendar years.

#### **Art. 4 – Nature of the booking deposit and terminology used**

- 1. In these SAT policies, the term “booking deposit” is used as a single, simplified expression to regulate the amount required from the user for the purpose of confirming the booking.
- 2. The term referred to in paragraph 1 is adopted for the purposes of clarity of information and uniformity of management vis-à-vis users and hut managers of SAT mountain huts.
- 3. The effects of the booking deposit, with particular regard to booking confirmation, deposit retention in the event of late cancellation or no-show, as well as any cases of reuse in the same opening season (“reusable deposit”), are governed by these SAT policies in accordance and in compliance with the applicable CAI Regulations and current legislation.
- 4. In the event of discrepancies in terminology used on websites, booking portals or communications of individual mountain huts, the substantive provisions contained in these SAT policies shall prevail.

#### **Art. 5 – General principle for determining the deposit**

- 1. The booking deposit is set at the same amount for all users (members and non-members) based on the “Members” accommodation rate for the relevant mountain hut category.
- 2. This criterion is adopted in order to:
  - a) keep the deposit in accordance with the current price list;
  - b) ensure automatic updating in the event of a change in the price list;
  - c) ensure an objective, transparent and easily verifiable amount.

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3. The deposit amount may not, in any case, exceed the cost of the overnight stay as set out in the price list, in accordance with the regulations governing bookings at mountain huts.

#### **Art. 6 – Deposit amounts by mountain hut category**

1. The deposit is payable per person and corresponds to the following amounts:
  - Category A mountain huts: €21.00
  - Category B mountain huts: €21.00
  - Category C mountain huts: €22.00
  - Category D mountain huts: €23.00
  - Category E mountain huts: €25.50
2. The amounts referred to in paragraph 1 shall be deemed automatically updated should the SAT/CAI price list amend the corresponding overnight stay rate for members of the relevant category.
3. In the event of a price list update, the new amounts shall apply to bookings made from the date the new price list comes into force, unless otherwise decided by SAT.

#### **Art. 7 – Confirmation of booking and application of the deposit**

1. The booking is considered confirmed only following:
  - a. acceptance by the hut manager/booking system;
  - b. payment of the deposit, if required.The amount paid as a deposit is applied to the final balance of the stay, provided the accommodation is used as agreed.
2. The SAT rules regarding the validity of the booking and the hut manager's right to allocate beds in the absence of arrival or notification within the stipulated timeframes remain applicable.
3. Unless the user is informed otherwise at the time of booking, the booking remains valid until 18:00 on the day of arrival, in accordance with the CAI policy. This time limit applies solely to the validity of the booking and does not affect the calculation of the cancellation periods under Articles 8 and 9.

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## **Art. 8 – Cancellation, retention of the deposit and no-show**

8.1 Cancellation notified before 00:00 on the 10th day preceding the scheduled arrival date.

1. If cancellation is notified before 00:00 on the 10th day preceding the scheduled arrival date, only part of the deposit is retained.
2. The amount retained is equal to the cost of the emergency sleeping place as set out in the Price list, which is currently €5.00 per person.
3. Any remaining amount of the booking deposit will be refunded or handled in accordance with the technical procedures of the SAT booking system.

8.2 Cancellation notified from 00:00 on the 10th day preceding the scheduled arrival date.

1. If cancellation is notified after 00:00 on the 10th day preceding the scheduled arrival date, the deposit is retained in full, subject to the provision of Article 9 (Reusable deposit in the same opening season).

8.3 No-show.

1. In the event of a no-show without cancellation within the stipulated time frame, the deposit is retained in full.
2. The hut manager may reallocate the beds in accordance with the mountain hut's organisational policies and the CAI-SAT policies.

## **Art. 9 – Reusable deposit and reuse in the same opening season**

1. Where cancellation is notified from 00:00 on the 10th day preceding the scheduled arrival date and before 00:00 on the 5th day preceding that date, the deposit remains valid as a reusable deposit in the same opening season for the user.
2. The validity of the reusable deposit is subject to:
  - a) availability of beds in the new requested period;
  - b) staying within the same opening season at the mountain hut;
  - c) use by the same name on the reservation.
3. The "reusable" deposit:
  - a) cannot be transferred to another person;
  - b) cannot be transferred from one mountain hut to another;

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- c) cannot be carried over to subsequent years;
  - d) is considered definitively forfeited at the end of the relevant opening season if not used.
4. The hut manager shall notify the user, by traceable means, of the acceptance or rejection of the request to reuse the booking deposit and of the new booking conditions.
  5. Any reuse of the deposit is permitted exclusively by 31 December of the calendar year in which the deposit was paid; transfer or use in the following calendar year is not permitted, even if the winter season straddles the calendar year.

#### **Art. 10 – Method of notifying cancellation**

1. Cancellation must be made via the channels indicated by the hut manager/booking portal (e.g. members' area, email, other traceable channel).
2. For the purposes of calculating the deadlines, the following shall be taken as valid:
  - a) the date and time recorded by the booking portal, or
  - b) the date and time of receipt of the notification by the mountain hut.
3. For the purpose of calculating the periods referred to in Articles 8 and 9 by counting backward from the scheduled arrival date, that date shall be taken as 00:00 on the scheduled arrival date, and the 10-day and 5-day periods shall be calculated as full calendar days.
4. Any verbal notifications (by telephone) must be confirmed by the hut manager or the user via a traceable method, where the system does not automatically record the cancellation.

#### **Art. 11 – Publication of terms and conditions and transparency towards the user**

1. The terms and conditions relating to deposits, cancellations, deductions, no-shows and 'reusable' deposits must be clearly set out before the booking is finalised, in accordance with the practices of the booking system adopted by SAT and the rules of contractual transparency.
2. In the case of bookings made via email, the hut manager is required to verify that the terms applied comply with these policies, unless otherwise formally authorised by SAT.

#### **Art. 12 – Exceptions and special cases**

1. Any exceptions to these policies (e.g. organised groups, SAT events, multi-mountain

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hut bookings, early closures due to force majeure, exceptional safety situations) must be authorised by SAT or governed by specific operational instructions.

2. Exceptions must be communicated to the user clearly and in advance.

### **Art. 13 – Entry into force and updates**

1. These policies come into force by resolution of the SAT Central Council dated 26 February 2026 and apply to bookings made after that date.
2. SAT reserves the right to update the policy:
  - a) in the event of changes to the price list;
  - b) in the event of updates to CAI legislation or policies;
  - c) for organisational and management requirements arising during implementation.

Approved by the SAT Central Council on 26 February 2026.

This Regulation is translated from Italian into English. In the event of discrepancies or inconsistencies between language versions, the Italian version shall prevail.

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