



**PALAZZO FIUGGI**  
WELLNESS MEDICAL SPA

**TERMS AND CONDITIONS**

**2026**

**NUBA EXPEDICIONES S.L**

This Agreement is entered into between:

Fiuggi Palace S.r.l., with registered and operating office at Via dei Villini, 34, 03014 Fiuggi (FR), tax code, VAT number and registration number with the Companies' Register 03827230925, herein represented by the Sole Director, Dr. Magno Cristiani

and

NUBA EXPEDICIONES S.L with registered office at C/ Serrano 96, 28006 Madrid registered with the Companies' Register under number B-83850859. herein represented by Alessandra Girardi

Whereas

- Fiuggi Palace S.r.l. ("FP") is the owner and operator of the hotel property known as "Palazzo Fiuggi", located in Fiuggi, via dei Villini, 34 – CIN IT060035A1QVKLXTD4 (hereinafter the "Hotel"), consisting of rooms and suites, restaurant, Wellness Centre, Cinema, Medical Outpatient Clinic and areas dedicated to social interaction and "Movement" activities
- FP offers medical and wellness Programs including accommodation at Palazzo Fiuggi, as detailed in Annex 1 (the "Programs")

the Parties hereby agree and stipulate as follows.

**1. Term**

This Agreement shall commence on 1 January 2026 and shall expire on 31 December 2026.

**2. Commissions**

A commission equal to 12% (twelve percent) shall be granted to [•], calculated on room rates and Program prices, net of VAT and city tax, as detailed in Annex 1.

Commissions shall be due only for prepaid bookings, in accordance with the booking policies set forth in Article 3 below.

FP shall also grant, in selected periods, as set forth in Annex 2, an additional promotional commission of 3% (three percent), calculated according to the same criteria indicated above.

NUBA EXPEDICIONES S.L acknowledges and agrees that the commissions represent the full and final consideration for the Services rendered under this Agreement and that no further amounts shall be due.

**3. Booking Policies**

- a) All bookings shall be handled directly by FP's Booking Office (available Monday to Sunday) at the following contact details: Tel. +39 0775 7661 – Email: [booking@palazzofiggi.com](mailto:booking@palazzofiggi.com).
- b) FP reserves the right to modify conditions relating to publication dates, sales closures, minimum length of stay and any applicable incentives.
- c) FP will not book any rooms in advance for NUBA EXPEDICIONES S.L, and NUBA EXPEDICIONES S.L must always request availability from FP.
- d) Should any changes to rates or conditions set forth in this Agreement occur, FP shall notify NUBA EXPEDICIONES S.L at least 14 days prior to the effective date of such changes. All bookings already made and confirmed shall remain unchanged.
- e) Once a Program has been booked, no changes to its content shall be permitted. Any changes required for health reasons must be agreed during the medical consultation with a Palazzo Fiuggi physician, and any related costs shall be borne directly by the clients. No commission shall be payable to NUBA EXPEDICIONES S.L on such additional costs.
- f) NUBA EXPEDICIONES S.L acknowledges and agrees that, should FP be unable to fulfil a booking after confirmation and payment, FP shall either offer alternative dates at no additional cost or commission, or refund the full amount paid.
- g) NUBA EXPEDICIONES S.L shall inform clients that no refunds are provided in the event of early departure, for either the stay or the Program. No credit shall be issued for future stays.
- h) To receive booking confirmation, NUBA EXPEDICIONES S.L must provide FP with the following information: guests' full names and nationality, room type, selected Program, arrival/departure times, and identity document number.  
Providing a telephone number to the Booking Office is strongly recommended, as private health information may be required prior to arrival.
- i) NUBA EXPEDICIONES S.L shall forward to the Booking Office the guest's email address, which will be used exclusively to allow FP to send the link to the mandatory health questionnaire required for medical records management.
- j) If NUBA EXPEDICIONES S.L fails to provide the guest's email address or phone number, FP will be unable to send the health questionnaire, which must be completed and signed directly by the guest.
- k) In the event of a "Stop Sales" requirement, FP shall notify NUBA EXPEDICIONES S.L in writing prior to its commencement, whether immediate or scheduled.
- l) Palazzo Fiuggi is open year-round; however, FP may decide to close at any time for operational, commercial or improvement purposes. NUBA EXPEDICIONES S.L shall be notified 30 days in advance of the planned closure. Any bookings within this period shall be handled in accordance with the provisions above.

#### **4. Payment and Cancellation Policies**

To guarantee the booking, a 50% deposit is required within 5 days of confirmation.  
The remaining 50% balance is due 21 days prior to arrival.

Accepted payment methods:

- Bank transfer to the account indicated below, with proof of payment sent to the Booking Office.
- "Pay-by-link" via Nexi, Planet or similar systems.

Cancellation policy:

- Up to 60 days before arrival: no penalty.
- 59 to 30 days before arrival: penalty of 25% of the deposit paid.
- 29 to 22 days before arrival: penalty of 50% of the deposit paid.
- 21 days or less before arrival: penalty of 100% of the total booking amount.

#### **5. Bank Details**

Bank transfer to Fiuggi Palace S.r.l.  
Intesa Sanpaolo  
IBAN: IT6100306904852100000006897

#### **6. Changes to Stay Dates**

If the guest requests to postpone the stay, FP shall be entitled to apply the cancellation policy conditions.

## 7. Program Changes

NUBA EXPEDICIONES S.L acknowledges and agrees that any change to the selected Program must be requested at least 15 days prior to arrival. FP reserves the right to refuse late requests.

## 8. Check-in / Check-out

Check-in is available from 3:00 p.m. and Check-out must be completed by 12:00 noon. Late departures will result in the current daily rate being charged, depending on the departure time.

## 9. Promotion and Advertising

NUBA EXPEDICIONES S.L undertakes to promote FP through its customary marketing channels (brochures, social media, website, newsletters, mailing lists, corporate magazines, etc.). FP shall provide logos, commercial information and a corporate profile, all of which must be strictly adhered to and approved in writing by Palazzo Fiuggi Management prior to publication. Requests shall be sent to: [sales.marketing@palazzofiuggi.com](mailto:sales.marketing@palazzofiuggi.com).

- i. NUBA EXPEDICIONES S.L shall always provide FP with at least one complimentary copy of any printed catalogue or brochure.
- ii. Should NUBA EXPEDICIONES S.L propose any special offer, promotional material or presentation of FP, NUBA EXPEDICIONES S.L shall present the information in an accurate, clear and detailed manner, providing information in compliance with FP's regulations, philosophy and concept, dietary plan and food & beverage offering, recreational facilities, as well as booking and cancellation conditions.
- iii. The official website of Palazzo Fiuggi is: [www.palazzofiuggi.com](http://www.palazzofiuggi.com)
- iv. Should NUBA EXPEDICIONES S.L print, publish, distribute and/or otherwise use any publication, in any form or through any medium whatsoever, without prior written authorization, FP reserves the right to take any action it deems appropriate to protect its interests that may be compromised by such publication, should it be considered unsuitable at FP's sole discretion.
- v. NUBA EXPEDICIONES S.L may not use FP trademarks, images or distinctive elements in any form or medium without FP's prior written authorization.

## 10. Confidentiality Agreement

- a) Both Parties undertake to keep confidential all commercial, legal, fiscal, financial, medical, technical and/or industrial information exchanged during negotiation, execution and performance of this Agreement, both during and after its termination (regardless of whether the communication of its ending is made verbally, in writing, digitally or in any other electronic, graphic or other form). Such confidentiality obligations shall remain in force during the term of this Agreement and after its expiration or termination. Both Parties undertake to maintain the highest level of confidentiality and not to disclose or make available, in whole or in part, any information to third parties without the prior written consent of the other Party.
- b) FP reserves the right to terminate this Agreement immediately should NUBA EXPEDICIONES S.L fail to comply with the above obligations.

## 11. Liability

- a) FP's liability towards guests for damages or theft is governed by Italian law. FP shall not be liable for damages caused by strikes, force majeure events or circumstances not attributable to its fault or negligence.
- b) FP and its directors, officers, agents and/or employees, as well as any other participants, sponsoring agencies, sponsors, advertisers and, where applicable, the owners and lessors of the premises used for the activities, shall be released from and held harmless against any risk associated with the use of any facilities on the premises.  
Furthermore, Palazzo Fiuggi shall not be liable for any death or any type of injury, including, by way of example and without limitation, personal, physical or mental injury, economic loss or damages arising from gross negligence or other conduct by any person acting on behalf of FP's Health and

Wellness Center, or by any person using the services or facilities of FP's Health and Wellness Center, or arising from any advice or service provided by an employee, independent contractor or any representative of Palazzo Fiuggi's Health and Wellness Center.

- c) FP shall not be liable to NUBA EXPEDICIONES S.L for any incident or unforeseen event occurring during the stay, travel arrangements or transfers, where such incident or event arises from services not provided by Palazzo Fiuggi.

## 12. Communications

All communications relating to this Agreement shall be sent by certified email (PEC) or registered mail with return receipt to the addresses indicated herein:

for Fiuggi Palace S.r.l.:  
via dei Villini, 34, 03014 Fiuggi (FR)  
e-mail: [booking@palazzofiuggi.com](mailto:booking@palazzofiuggi.com)  
pec: [fiuggipalacesrl@legalmail.it](mailto:fiuggipalacesrl@legalmail.it)

for NUBA EXPEDICIONES S.L:  
via C/ Serrano 96, 28006 Madrid  
e-mail [alessandra.girardi@nuba.com](mailto:alessandra.girardi@nuba.com)

Any claim or objection by either Party relating to any breach or non-performance by the other Party shall be valid and effective only if notified exclusively by certified email (PEC) or by registered mail with return receipt.

## 13. Jurisdiction

Any dispute arising from this Agreement shall fall under the exclusive jurisdiction of the Court of Frosinone.

## 14. Termination

This Agreement may be terminated by either Party at any time, without cause, upon fifteen (15) days' prior written notice to the other Party, or automatically upon the occurrence of any of the following events:

- a. the other Party enters into liquidation, becomes insolvent or is subject to insolvency or bankruptcy proceedings of any kind;
- b. the other Party ceases its business activities in whole or in any substantial part;
- c. the other Party commits a material breach of its obligations under this Agreement and fails to remedy such breach within seven (7) days of receipt of written notice thereof.

FP shall be entitled to terminate this Agreement pursuant to Article 1456 of the Italian Civil Code in the event that [\*] : (i) attempts to damage the image or reputation of FP; (ii) publishes articles, photographs or other information relating to FP's hotels in brochures or on web pages without FP's prior written authorization; (iii) discloses, offers or otherwise applies selling prices lower or higher than Palazzo Fiuggi's standard rates without FP's prior written authorization.

## 15. Taxes on Services

FP reserves the right to modify prices in the annexes without prior notice in the event of changes to tax regulations.

## 16. Privacy – GDPR (EU Regulation 2016/679)

The Parties acknowledge that their personal data are necessarily processed, respectively, including by electronic means, for the performance of the obligations arising under this Agreement and for the related statutory and regulatory compliance requirements, in accordance with the terms, methods and limits set out herein.

The persons authorized to process the data may become aware of the personal data provided where disclosure of such data to public and private entities is necessary for the proper fulfilment of the purposes set out under Regulation (EU) 2016/679 (the "GDPR").

Each Party may, at any time, contact the other Party in writing, using the contact details indicated in this Agreement, including by email, to request access to its personal data and/or the rectification or erasure thereof (Articles 15–22 GDPR).

Personal data will be retained for the time necessary to carry out the operations for which they are collected. The retention period will be determined in compliance with the principles of necessity, purpose limitation, relevance and data minimization, as provided under the GDPR.


The legal basis for the processing is the performance of a contract to which the data subject is a party.

The Data Controller is Fiuggi Palace S.r.l., acting through its legal representative. The Data Controller has appointed a Data Protection Officer (DPO), who may be contacted at: [dpo@ecoconsult.it](mailto:dpo@ecoconsult.it)



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Magno Cristiani



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Alessandra Girardi

Annex I

Rooms and Suites Rates 2026

Charme  
 Prestige  
 Junior Suite  
 Suite  
 Suite (with stand-up balcony)  
 Terrace Suite  
 Palazzo Suite  
 Imperial Suite  
 Fuggi Panorama Suite  
 Presidential Suite  
 Royal Suite  
 Villa Luisa (7 bedrooms)

Official Rates*	
DUS	DBL
710	910
950	1.150
	1.360
	1.650
	1.980
	2.180
	2.650
	3.600
	5.000
	6.400
	7.500
	From 25.000

The above rates are quoted only in addition to one of our Health & Wellness Programs.

Additional food line without programs €180 per person.

Additional extra bed in Suites €120.00 per person per night.

\*All rates are per night and inclusive of VAT - city tax not included

All programs include a dedicated food line

All amounts are expressed in €.

Medical Programs				
	7 nights	10 nights	14 nights	Extra Week (from 15 nights)
Optimal Weight	5.550	8.100	10.550	3.900
Deep Detox	5.950	7.600	9.600	3.100
Longevity	7.300	9.600	11.900	3.500
Longevity full check up	9.200			
Andros Longevity Programme	10.500			
Femina Longevity Programme	11.650			

Wellness Programs				
	7 nights	10 nights	14 nights	Extra Week (from 15 nights)
Regenerate	4.850	6.100	8.200	3.300

Wellness Break - Accommodation included*			
	3 nights	4 nights	5 nights
Wellness Break single occupancy	3.200	4.150	4.900
Wellness Break double occupancy	5.740	7.420	8.700

\*Above rates apply when booking a Charme room. Supplements apply for higher room categories subject to availability. Feel free to enquire with our reservation department.

Movement Programs		
	6 nights	7 nights
Recovery & Performance		8.100
Hiking for longevity (group)	4.350	
Hiking for longevity (private)	5.550	