

Online booking

Booking and payment terms

Version 2026.09.27 - effective from publication on the website.

These terms govern the online purchase of parking. The rules on access, safety and conduct within the site are set out in the [Access and Use Rules](#).

1. Service operator

I-TAF s.a.s. di Roberto Taffelli & C.

Registered office: Corso Felice Cavallotti 19, 28100 Novara (NO)

Area GO4: Case Sparse Agognate 8, 28100 Novara (NO)

VAT no. and Tax ID: 02528830033 - REA: NO-241937

Email: info@areasostanovara.com

PEC: i-taf.sas@legalmail.it

Telephone: [+39 335 5741437](tel:+393355741437)

2. Unattended parking service

The booking concerns the availability of a parking space within the unattended private GO4 Novara West parking area. We provide a fenced parking area monitored by video surveillance 24 hours a day for the vehicle type, date, time and duration stated in the order. Unless otherwise agreed in writing, the service does not include taking possession of the keys or separate safekeeping of objects left inside the vehicle. Monthly or annual storage requires a quotation and a separate agreement.

3. Information and correction of data before ordering

Before submitting the order, the customer can review and correct the arrival date and time, vehicle type, package, registration number, contact details, invoice request and related data. The customer is responsible for the accuracy of the information provided. Incorrect or incomplete data may prevent access or require a new quotation.

4. Price

The total price, expressed in euros and including 22% VAT, is the price shown for the selected package immediately before the order. Electrical hook-up is available subject to availability and the operator's instructions. If it is not included in the selected package, it must be agreed separately before access, as must any other services not included or different requests.

5. Submitting the order and obligation to pay

The final button indicates that the order entails an obligation to pay. After submission, the customer is redirected to the payment provider's secure page. Submitting the form without completing payment does not create any right to a pitch.

6. Contract conclusion and confirmation

The contract is concluded when the operator receives confirmation of successful payment from the payment system and provides the customer with booking confirmation on a durable medium. Merely displaying a return page or an as-yet unconfirmed charge does not, by itself, constitute booking confirmation.

The confirmation summarises at least the booking identifier, service, period, amount and applicable contractual documents. The customer must check the summary and promptly report any errors.

7. Payment

Online payment is managed by Stripe in accordance with the provider's terms and privacy notice. The website does not collect full card details. If payment is not authorised or confirmed, the booking is not concluded and no space is guaranteed.

8. Access and duration

Access is permitted from the booked date and time and for the duration of the purchased package. Early arrivals, delays, extensions or vehicle changes are subject to availability and must be agreed. The customer must comply with the rules in force and accepted when placing the order.

9. Changes requested by the customer

Change requests must be sent in writing to the operator's contact details. Acceptance depends on availability and may involve a price adjustment. A change is effective only after written confirmation from the operator; otherwise, the original booking remains valid.

10. Cancellation and refund

Without prejudice to mandatory statutory rights, the following terms apply to voluntary cancellation requests, calculated with reference to the booked arrival date and time:

- more than 48 hours before arrival: full refund;
- between 48 and 24 hours before arrival: refund of 50% of the price;
- less than 24 hours before arrival or no-show: no refund.

The request must be sent to info@areasostanovara.com, quoting the booking code. An approved refund is issued to the same payment method; crediting times also depend on the payment network used. As an alternative to cancellation, a change of date may be requested, subject to availability and written confirmation.

11. Late arrival and no-show

A customer expecting to arrive late must contact the operator. The booking remains linked to the purchased period and is not extended automatically. There is no automatic cancellation after thirty minutes; late arrival is handled in light of communications received, the booked time and the site's organisational needs.

12. Unavailability attributable to the operator

If, despite confirmation, the operator cannot provide the purchased service for a reason attributable to the operator, an equivalent solution will be offered where possible or the price paid will be refunded. Any further mandatory statutory rights remain unaffected.

13. Force majeure and causes beyond the parties' control

In the event of official measures, emergencies, natural events, essential service interruptions or other causes not reasonably controllable, the operator informs the customer and takes practicable measures. Any changes, credits or refunds are assessed under applicable law and according to the portion of the service that cannot be used.

14. Right of withdrawal and mandatory rules

The existence, time limits and any exclusions of the right of withdrawal depend on the classification of the service and the circumstances of the booking under applicable law. The commercial cancellation terms above do not limit mandatory consumer rights. Before ordering, the customer may ask the operator for clarification of the rules applicable to their booking.

15. Complaints

Complaints may be sent to info@areasostanovara.com or by certified email to i-taf.sas@legalmail.it, quoting the booking code and describing the issue. The operator will reply using the contact details supplied by the customer.

16. Governing law and jurisdiction

Italian law applies. For consumers, the mandatory court provided for by applicable law has jurisdiction. For other customers, unless a different mandatory rule applies, the Court of Novara has jurisdiction.

17. Privacy

Personal data is processed in accordance with the [privacy notice](#). The declaration required in the form confirms acknowledgement of the notice and does not constitute consent to promotional communications.

18. Storage and applicable version

The operator records with the booking the version of the documents shown before the order. The terms are made available in a storable and reproducible format. Later changes do not alter the documents associated with a booking that has already been submitted.