

# **GENERAL CONDITIONS FOR THE VILLA RENTED EXCLUSIVELY**

## **BOOKINGS AND TERMS OF PAYMENT**

At the moment of the request, by telephone or e-mail, of the Client, verified the availability of the house, we will send an e-mail of confirmation containing the booking conditions for the requested period. When the Client will confirm the intention to book, we will block the house to the agencies for 5 days and send him/her the bank details for the payment. By the reservation is required a payment on account of 40% of the total price, within 5 days from the confirmation. The Booking won't be effective till the receipt of the payment. After 5 days, in the absence of receipt of payment, the house won't be considered booked.

After the payment, the Client must send by e-mail the copy of the receipt.

The settlement of the remaining 60% will be paid 50 days before the arrival. If not paid, the booking won't be effective and the booking deposit won't be refunded.

For bookings made less than 50 days before the rental period is required immediately the total amount due.

All the payments can be done by bank transfer. Payments for bookings and any refunds will be regulated and accepted exclusively in EURO.

## **ACCOMMODATION VOUCHER:**

The number of the Guests, specifying the number of children and particular needings (e.g. Cradle), must be communicated at the moment of reservation. It's possible to add people, according to the maximum capacity of the accommodation (18+1). Upon receipt of the final payment we will send to the Client the receipt of the payment and rental voucher. It will include the instructions to arrive to the accommodation and the telephone number of the owner. The voucher is only valid for the number of people written in it and it is strictly forbidden to arrive with more people of the ones communicated. Failure to observe the above terms may lead to the owner of the property let refusing initial access to the accommodation. In addition, if the Client breaches the above terms during the stay, the owner has the right to deny further access to the accommodation.

## **RATES**

Rates include bed/bath/kitchen linen per person with weekly change, water, electricity, gas, unlimited wi-fi and cradles for babies.

Final cleanings (15 euros per person), extra bed (100 euros), heating and firewood are extras to be paid locally by cash.

## **ARRIVAL AND DEPARTURE TIME**

Arrival: from 4pm until 6pm, being however possible to come to an agreement upon different hours. Should the Clients be unable to arrive within this time they should telephone at the number written on the accommodation voucher.

Departure: The apartment has to be left before 10am on the departure day. At the arrival, all the Guests have to give the owner or the responsible their documents to be registered.

## **SECURITY DEPOSIT**

At the arrival, before collecting the keys, is required by owner or his representative a security deposit of 500 EURO (cheques not accepted). The owner or his representative retains the right to refuse the access to any Client who fails to pay the necessary deposit. The amount will be refunded at the end of the holiday less any deduction made for damage caused to the property or for any additional costs that were not included in the rental price. The Client is held responsible to the property owner for any costs in excess of the deposit.

## **CLEANING OF THE HOUSE**

On arrival the Client will find the property cleaned and functional.

We ask the client to leave the houses in good hygienic conditions and not to move the furniture.

It is forbidden to leave the rubbish inside and outside the houses on departure.

## **GARDENING**

The owner or the gardener have free access to the property, also during the stay of the Client, to work in the garden and to clean the swimming-pool.

On arrival, the Client will be informed of times and days when those services are done.

PLEASE NOTE THAT THE KEY HOLDER LIVES IN THE SAME GROUND.

## **CANCELLATION'S FEES**

In case of cancellation of the confirmed booking the Client will pay the following penalties:

-40% of the total rental price (deposit already paid at the booking confirmation) if the cancellation is received till 50 days prior to the arrival date;

-60% of the total rental price if the cancellation is received within 49 and 30 days prior to the arrival date;

-80% of the total rental price if the cancellation is received within 29 and 15 days prior to the arrival date;

-100% of the total rental price if the cancellation is received within 14 days prior to the arrival date or in case of no show of the Clients the day of arrival.

## **COMPLAINTS:**

In case of complaints, the customer must immediately contact the responsible of the accommodation by the telephone number written on the Voucher and he has to give to the owner the time necessary to resolve the problem. The complaints must be confirmed in written form (by mail, fax or e-mail ([info@relaisvilladeangelis.it](mailto:info@relaisvilladeangelis.it))) within 48 hours of the arrival. Should there be no written complaint supplied as above specified, the Clients who leave their accommodation before the end of the stay forfeit their rights for a refund of the rental price. Complaints received after the end of the stay will not be taken into consideration and no refunds will be given.