

## FATTORIA DEL CERRETINO TERMS AND CONDITIONS

### Reservation & payment

- Booking is considered as definitely confirmed ( by request ) on receipt of the deposit (30% of the total renting amount) by bank transfer or postal order. The balance of the renting amount, other additional costs and a deposit of Euro 100,00 (cash) must be paid on arrival at check-in, after having seen and agreed to the 'property booked.

- The price includes the following services: initial and final cleaning, weekly change of bed linen and towels (an extra charge of 10,00 euro for a complete change of bed linen and towels per person before the end of the week), gas, water and electricity consumptions, tv, internet access wi-fi, washing machine, use of sun-beds and sun-umbrellas, parking, games for children. Rate does not include heating consumption, additional cleaning, linen change, any other extra service.

### Cancellations

- In case of booking cancellation the deposit will not be refunded.

- In case of anticipated departure or in case of booking cancellation less than 7 days prior to arrival date, it will be charged the total cost of the stay.

### Edit Bookings

To change requests of reservations already made, involving changing the vacation period and / or accommodation, the management will try to reach accommodation on a good-natured and by mutual agreement, and not to the extent of availability of housing and complete our discretion. If unable to change, the request will be canceled at the cancellation conditions set above.

### Occurred unavailability of accommodation

If force majeure prevented to provide our customers the accommodation booked, reserves the right to assign another home with similar characteristics at the same price or higher, or in extreme cases to cancel the booking, paid to the guest the deposit without the latter being further claims for compensation whatsoever. Acceptance of the new house lapses any right to any refund or solicitations of any kind.

### Arrival and departure

The apartment will be delivered, on the established date, between 4.00 p.m. and 8.00 p.m. In case of delay, please notify the management in time. Otherwise the suite will be kept available for another day only, after that the suite could be rent to others. On arrival all the guests' documents must be shown for registration.

The apartment must be left before 10.30 a.m. on the departure date for tidying the house before the arrival of new guests.

### Cleaning

Fattoria del Cerretino will deliver the apartment clean, well-equipped with linen, towels and all that you need for a brief stay. All apartments are provided completely furnished and equipped with gas stove, refrigerator with freezer, dishes, cutlery and pots. Guests guarantee to take good care of the suite and household appliances.

Claims for the condition of the suite and the inventory have to be notified in the 24 hours after arrival. Any breakage or damage will have to be refunded as per price list.

**The apartment is delivered in order. Even though final cleaning is included in the price, the client is responsible for the cleaning of the cooking area. The kitchen-corner has to be left clean and free from garbages, refrigerator empty, turned off and open. At the end of stay is recommended not to leave dishes to wash. If this should not happen the direction will debit an extra of 50 euro.**

The owner reserves the right access to the property to perform necessary maintenance.

### Security deposit

The management requires the payment of 100 euro as a security deposit as a guarantee to cover the cost of any possible damage the client may cause and also for those expenses not foreseen in the contract. This deposit will be refundable upon departure, except for damages caused to property. If the damage is greater than the deposit, the client is obligated to repay the required

amount. We recommend returning the kitchen clean. For departures not provided outside the fixed and if we can not verify the condition of the home, the deposit will be returned by post (less any damages and costs) after the control housing.

### Liability information – Rules for guests

- The owners are not liable for any breakage, accident, loss, theft, delays occurring to persons or their property during the stay. They will, however, help its guests to solve any problem that may arise.

- The apartment can't be occupied by a number greater than that stated at the time of booking. If it results that there are more guests, the direction reserves the right to expel immediately the client without any reimbursement.

- Guests must not make any noise that could disturb other guests.

### Notes – Not Included services

Cot and linen: €10 per week

Additional cleaning: €15 per hour.

Linen change: € 10 per person.

Pets are allowed: € 20 per week

Meals