

1. This is the standard procedure to make a booking:

- Look at the calendar to check availability.
- Fill out **the information form** indicating the date of arrival, departure and the choice of the apartment.
- Wait for our confirmation of booking. We can consider that the apartment was booked by you only at this point.
- The reservation is required a deposit of 10% of the total amount of the rent, to be paid by "Bank Transfer".
- The balance must be paid two weeks before the arrival date, by "Bank Transfer"
- The tourist tax is not included in the amount of the rent and will be exclusive care of the customer.

2. Hours of check-in / check-out:

- The day of arrival there will be a person inside the apartment that will welcome you. We need to know in advance of their estimated time of arrival at the apartment.
- **If we don't provide your time of arrival there will be NO waiting for her.**
- If don't requested in advance, you don't need to **Check-In before 14:00 and after 19:00** and you don't make the **Check-Out before 8:00 am and 10:00 am** as well. However it will be possible to implement the Check-In and Check-Out time in a different time. In this case there will be an extra, according to the table.

Supplement Chek-In

After 19:00 extra cost of 25 €

After 22:00 extra cost of 40 €

After 23:30 extra cost of € 60

Supplement Check-Out

Before 08:00 cost extra € 40

3. Cancellation of reservation:

- If **YOU** cancel a booking:
 - ❖ **The advance booking will not be refunded.**
 - ❖ If you reduce the length of stay once made the reservation, the deposit will not be refunded on. **If you reduce the stay of the first two weeks of arrival**, the balance to be paid in proportion to the nights will be confirmed in accordance with the price list. If you reduce after the deadline, will not refund any money paid.
 - ❖ The minimum stay is 3 nights, we do not accept bookings for less.
 - ❖ The amount relating to a possible cancellation of one or more nights during our stay, will not be returned.
- If **WE** cancel a booking:
 - ❖ If, due to force majeure no longer available the apartment booked will be given the opportunity to stay in another apartment of similar characteristics. **If you can not propose another apartment, will be refunded in full the advance of booking and the balance when spilled.**

4. Security Deposit:

- At Check-In, we require a security deposit of 200 € in cash which will be returned **in full** if no damage to the apartment at the time of **Check-Out**.
- **The advance booking or not a security deposit.**

5. Conditions of the property:

- The apartment will be cleaned and ready for your stay at the time of your arrival.
- The apartment will be stocked with linens and bedding at the time of your arrival.
- Any changes: extra cleaning and extra linen will be a fee, and must be requested by the person making the Check-In.
- For any inconvenience occurred during your stay, we will refer to the person performing the Check-In.

6. Descriptions of the property:

- descriptions have been made in good faith and describe accurately the apartment.
- All information (including images) are correct at time of publication. However, it reserved the right to make changes that will be reported at the time of booking.

7. Pets:

- Not pets are allowed of any kind.

8. Number of persons:

- Not allowed to bring inside the apartment a number of people greater than that specified in the booking confirmation. (including children)

9. Theft and damage:

- The owner is not responsible for any theft to customers.
- The owner is not responsible for any damage to people or things that occur inside the apartment and related appurtenances.
- The owner is responsible for the smooth functioning of the apartment and the things inside it.

10. Privacy:

All customer information is completely private and will be used in accordance with the Legislative Decree no. n. 196 of 30 June 2003 ("Code regarding the protection of personal data"). No address, phone number, etc.. Customer will be given to any stranger, and all data will be processed in a secret manner to ensure customer privacy.