

## **Booking conditions and training**

- The customer must communicate via e-mail the acceptance of the price quotation received. Only at that point the bank details will be provided via email for the payment for the **deposit** to be sent. The management also establishes that if no communication is received within three days from the date of transmission of the bank details, the booking will be considered null and void, thus releasing the accommodation structure from any restriction. **The reservation** of the room coincides with the moment of conclusion of the contract. Any other term and any other condition not reported in this contract and its appendices do not apply to the legal relationship between the customer and the Residence Villa Andrea.
- The **deposit requested is equal to 30 % of the total** cost of the booking. Bookings become confirmed only when the receipt of payment by bank transfer or postal order has been received via email (please make sure that the code CRO -code operation reference – is readable) or once the amount paid has been fully credited. Only upon receipt of the payment of the deposit, the reservation will be completed. A **confirmation** of your reservation will be emailed along with the receipt and a detailed summary of the booking.
- Please note that reservation will not be considered completed and there is no intention to make any reservation at our accommodation structure if the customer will not comply with what was specified in the above points upon receipt of price quotation.
- **The balance** is due on arrival, in addition to paying a deposit of 100 euros that will be returned on departure after checking the good condition and the presence of all of the furniture and equipment supplied to the apartment and any dysfunction and / or lack of equipment must be notified to the direction in the day of arrival. In case of damage to the equipment and the equipment available, the apartment, the tortfeasor shall indemnify the direction.
- We accept cash (within the limits established by law), cashier's checks (with payment upon arrival for a minimum stay of one week), credit cards, debit cards. No check exchange.

## **Cancellation Policies**

- Cancellation must be communicated to Direction only in written form or email.
- The customers may cancel the reservation how and within the time limit specified below.

- In case of cancellation received 21 days prior arrival, the deposit will be fully refunded;
- If cancellation is received within 21 days from arrival date or in case of NO SHOW, deposit will not be refunded at all;
- If cancellation is received less than 11 days from arrival date, deposit will not be refunded at all moreover the guest must refund the cost of the flat booked.
- In case of late arrival or NO Show from your scheduled arrival time (after h. 00:00), without communications, the Direction will be authorized to cancel your reservation, moreover the guest must refund the cost of the flat booked.
- As if for any reason the customer delayed the arrival or departure would anticipate will have to pay the cost of the apartment for the period booked.
- The Residence may rescind the agreement within one week of the conclusion, and in any cases no later than three days prior to the scheduled arrival date, by sending an e-mail to the customer and returning the deposit; later, in the case of inability to provide housing services, the Residence will pay the customer double the deposit received. If hindrances due to force majeure should occur the Residence won't pay the customer double the deposit received. This document is an integral part of the agreement and the customer is required to take a thorough understanding before proceeding to the conclusion.

## **Rules of the residence**

- Upon arrival at the Residence customers are obliged to hand in the direction of identity documents for recording data and sign the notification form of the same.
- The apartment can be occupied as soon as available and in any case not before 16:30 on the day of arrival and must be vacated by 10:00 on the day of departure. On departure beyond the above timetable will be charged a daily fee additional. For arrivals ranging from 21:00 to 00:00 will be charged an additional fee and must be communicated and agreed. The management reserves the right not to accept late arrivals after 00:00.

- The reservation guarantees the amount of apartments booked and not the location or the numerical indication of the same. The direction, to the availability, reserves the right to take into account the preferences and / or requests expressed at the time of booking.
- The apartment is delivered clean and complete with dishes, bedding (linen change is weekly). Please report immediately any damage and / or deficiencies to management.
- The apartments must be returned in decent conditions, with empty fridge and garbage collection, taken out and deposited in the appropriate containers.
- Are strictly prohibited alterations, modifications and / or movement of the plants (electricity, water, television, air conditioning and heating), furniture and furnishings. And 'forbidden to drive nails, daubing the walls or otherwise damaging the structures and furnishings supplied.
- It is not allowed in the apartments accommodate a number of people than those agreed at the time of booking. Each new arrival, subject to the availability of beds in the apartment, shall be promptly communicated to management for communication to the organs of PS
- The visits of relatives or friends, exceptionally and previously authorized by the management, are free up to a maximum of two hours. After this deadline will be charged the daily rate of stay. In addition the visitor must leave a valid identity document at the direction and stick to this Regulation.
- The small pets are allowed in limited numbers and only if authorized by the management at the time of booking, can not be left alone in the apartment and taken in public areas of the Residence. Owners are required to present the card of vaccination and are responsible for any damage to persons or property. It 'also required the use of pallets and envelopes for the cleaning of the same.
- For each apartment is allowed parking for one car that should never obstruct the maneuvering space and internal roads to the parking lot. For any parking problems please contact the management.
- The Messrs customers are required to deposit the garbage in the bins indicated by the management after 22.00 (according to the existing municipal). From 13.00 to 16.00 and from midnight to 9:00 am pleased to respect the silence: speak softly and adjust the volume of the radio and television.
- And 'Children should be supervised so they do not disturb other guests and do not damage plants and flowers.

- Management is not responsible for values and objects left unattended in the apartments and / or in the common areas (parking, garden, swimming pool etc); is also not responsible for damage or theft may be caused by cars in the car park.
- Before entering the pool is required to shower and use headphones while bathing, though without contact to the direction.
- Children must be accompanied and supervised by their parents. You must also comply with all rules that is present in the pool.
- Use of the pool is allowed at the following times: morning: from h. 9:00 to h. 12:30 afternoon: from h. 16:30 h. 19:00
- Guests staying at the Residence Villa Andrea are asked to respect this Regulation.