

VILLA ROOCELLO TERMS & CONDITIONS

1. Payment

A 25% deposit is required at the time of booking and the balance 45 days before the beginning of the rental period. If the booking is within 45 days from the commencement of the rental period full payment is required at time of booking.

Bookings can only be confirmed upon receipt of a signed Booking Form specifying rental period, initial deposit, and signed terms and conditions. No contract with us exists until we have confirmed your booking. Payments will be made by bank transfers and clients are responsible for any bank charges incurred. It is understood that this contract satisfies transitory housing needs only and that the contract automatically expires at the end of the rental period as stated in the Booking Form.

2. Cancellation

Must be made by fax or email.

If you cancel all or part of your booking, for whatever reason, or we cancel the booking due to non-payment, then we are entitled to the following percentage of the monies held for the rental period cancelled:

- 45 days or more before your rental period: 20% of deposit paid (or pro-rata percentage thereof for part cancellation)
- 45 days or less before your rental period: 100% of monies held (or pro-rata percentage thereof for part cancellation)

Wherever possible we will attempt to re-book your cancelled rental period and refund any monies paid less 20% administrative costs. If we are unable to re-book your cancelled rental period this clause will be rigorously applied.

3. Number of occupants and behavior

The client signing the contract is responsible for the correct and decent behavior of his/her party. Should the client and his/her party behave in a manner that is not acceptable by civilized standards the house manager may ask the client his/her party to vacate the house.

Unless previously agreed in writing, your party must not exceed 8 for Villa Roocello.

4. Arrival and Departure Times

Clients are asked to arrive between 3 and 6 pm and must give the house manager as much notice as possible of expected time of arrival. You will be met by the English speaking house manager. On day of departure tenants must vacate the property by 10am .

5. Security Deposit

A 600 Euro cash security deposit for a one or two week booking must be paid to the house manager, if the booking is three weeks or longer 25% of the total rent is payable on arrival to the house manager. This deposit, minus any charges, will be re-paid on your departure.

Costs of damages incurred (excluding normal wear and tear), all electricity charges and house heating will be deducted from this deposit. You agree to pay additional charges should damages or costs exceed the amount of the security deposit.

6. Cleaning and Linen

Cleaning and Linen Cleaning will be carried out prior to your arrival. House linen, including blankets and doonas are provided. A change of linen and house cleaning is not included in the rate, but if required during your stay, please advise the house manager and an additional charge will apply.

7. Insurance

You are strongly advised to take out an insurance travel policy for holiday cancellation, as referred to in clause 2 above; for medical cover; and loss of personal goods (e.g. burglary, fire etc.).

8. House heating

House heating if used will be charged on the basis of heating gas/electricity consumed. When the gas central heating is required the house manager must be notified to activate the system.

9. Electricity

Will be charged on consumption

10. Telephone

No telephone is supplied

11. Garden and ground maintenance

The grounds need regular maintenance. All efforts will be made to keep the disturbance to guests to a minimum.

12. Cancellation by us

If for any reason, beyond our control, we have to cancel the client's booking we will refund the amount paid to us in full. You will be liable for any cancellation charges for travel.

13. Animals

No animals can be brought onto the property without prior permission from the owner.

14. Complaints

The descriptions of the property Villa Roocello are made in good faith. We cannot be held accountable for failure of utilities or other essential services. We will, through our local professionals, do our utmost to solve any problems. Should a problem arise, inform the house manager immediately. Inconveniences do not entitle you to a refund.

15. Consumables

Your holiday is self catering and you are responsible for all your needs.

16. Liability

The property owner is not liable for damages. You and your party will not hold them responsible for any damages incurred during your stay on the property. This includes but is not limited to injuries, fire or water damage, and theft. The owner is not liable for consequential damages.

17. Disputes

Any disputes arising from these conditions will be heard in the courts of Lucca and Italian law will prevail.