

BOOKING CONDITIONS NORTH

BOOKING MADE BY ITALIAN RESIDENCE (AGENT)

1. The conditions refer to the rental units and use of vacation properties at the prices indicated on the website.
2. Reservations are considered valid upon the following conditions:
Receipt of the completed reservation contract signed by the client. This contract is binding.
3. Signed completed contract must be received within 24 hours otherwise the reservation can be cancelled.
Payment should follow the contract within 2 days otherwise the reservation can be cancelled
4. Upon receipt of total payment that the client needs to pay before arrival, the client will be sent a voucher and routing by the agent at the latest 2 weeks prior to arrival, voucher needs to be presented at the arrival in the property, and is valid for the registered guests and pets mentioned on the voucher for the period specified on the document/voucher. It is mandatory by Italian law to inform before departure to Italy of any extra persons added to the amount registered on your voucher, if the extra persons do not exceed maximum rental capacity, the agent will adjust your voucher accordingly. Maximum rental capacity must never exceed the maximum persons (as shown on the website) allowed in the house. In this case the owner is authorized not to accept the booking or to ask for an extra charge.
5. Check-in is scheduled between 4 pm and 7 pm; check-out is required before 10 am unless otherwise advised by the owner. In case of late arrival clients are obligated to call the owner/agent as assistance on arrival cannot be guaranteed after 19.00, without warning of late arrival. House keys will not be handed to the client before 16.00 hours
6. Complaints: Clients who do not accept the condition/cleaning of the apartment/house upon arrival, must immediately but always within 24 hours notify the keyholder/ owner and or contact the agent, they will try to solve the problem and or have the apartment re-cleaned. Problems need always be solved during the stay in the property. It should be noted that that the agent is acting only to arrange the booking on behalf of the owner and to help the client in case of a problem but does not accept any responsibility for the accommodation or its surroundings. Never the less, the agent will do its utmost to help resolve any justifiable complaints. However it is the client's responsibility to first take the complaint up with the owner to resolve the matter, if after that the problem still is not solved than contact agent by mail or phone. Indifferences should at all times be settled local. Complaints made after leaving the property will and cannot not be handled.
7. Cancellation by the client: The client who signed the booking form must make any cancellation in writing only. Cancellation of accommodation will apply from the date of receipt by the Agent of the written cancellation advise.
 - 10% of the total amount: 120 days before the arrival date and earlier
 - 40% of the total amount: 119 to 60 days before the arrival date
 - 100% of the total amount: 59 to 0 days before the arrival date+ Agent cancelation fee € 210,- plus booking fee paid.
8. We strongly recommend comprehensive travel and/or house damage insurance. The agent cannot accept any responsibility if the client has failed to arrange travel insurance
9. Damage/breakage deposit :A security deposit is mostly required. This must be paid in mostly cash upon arrival, it is fully refundable at the departure, provided the following provisions are met. No damage is done to unit or its contents, beyond normal wear and tear. All charges take place during the stay are paid prior to departure. No linens are lost or damaged. The house will be checked for any damages or missing items before departure.
10. The exclusive competence of the Court of Italy is hereby accepted in case of any controversy. The client's act of booking and his entrance into the accommodation rented implies to all effects of law and reason his acceptance of these booking conditions. The person who signs the booking will be held responsible for the renting.
11. Cancellation by the owner: If for reason outside the control of the owner, a property should not be available for the period of the rental agreement, alternative accommodation of the same standard will be made available by the owner to clients for the period of their stay. If the price of the alternative accommodation is lower than the initial property, clients will be refunded of the difference. In the case that the alternative accommodation is more expensive, the payment of the balance can in some cases be required. If the client does not accept the alternative accommodation or if an alternative accommodation is not available, the clients will be refunded of all payment, without any other obligation for the Owner or the agent. Natural disasters and pandemics are not covered by any cancellation arrangements
12. Some of the properties do not accept animals. The presence of an unauthorised animal is ground to immediate eviction without right to any refund, pets should be mentioned on the voucher.
13. Prices are for weekly rental, from Saturday to Saturday, providing, for the number of guests listed on the website , prices for any extra's that in some accommodations have to be paid locally are listed on the website.

14. Please, note that for properties with a pool, the period during which the pools are open is generally from May to October, subject to weather conditions. Some of them can be open before and or after, so please check if you are traveling before June or after September.

Additional conditions

RENTAL PROPERTIES

It is important to understand that the properties we offer are not official tourist accommodations, such as hotels and resorts, but private houses owned by individuals. Being such, they do not have standards or categories that are internationally recognized. Indeed they reflect, in their architecture and furnishings, the local traditions and the personal taste of the owner.

This is precisely the kind of vacation experience that we offer you: the chance to partake in the culture of the area chosen, living for a few weeks in the same surroundings as a native would. In order to live this experience in the right spirit, it is important not only that you accept but also that you will be able to appreciate the differences in the properties we propose in comparison with those where you normally live.

For their part, our Italian agency has carefully chosen properties using a minimum and maximum quality range within which they believe that any European and indeed a citizen of the world can find a memorable experience. However, we cannot exclude the possibility that these differences can sometimes result in minor inconveniences due to the special nature of the architecture and traditions of the area.

PAYMENT PROCEDURE AND OPTIONS

Booking is accomplished by first requesting us the availability through the online form on our website or emailing us. When the availability is confirmed you will receive the Reservation Deposit Request email.

The reservation becomes effective as soon as a down payment (deposit) of 40% of the total rental accommodation price is made.

The balance payment is due 60 days before the start of the rental period. For bookings made less than 60 days prior to the start of the rental period, full payment is due at the time of booking.

A few villas have a different payment procedure, you will be informed as such.

RENTAL PERIODS

Most rentals run from Saturday to Saturday, with a minimum stay of one week. Arrival timing (normally between 15.00 – 18.30pm) depends on the property/caretaker. In the event that this is not possible, you are required to inform the owner or caretaker ahead of time. There may be a fee associated with an arrival outside of the stated time period and this is at the owner's or caretaker's discretion. You are expected to vacate the premises (after they have been inspected by the owner or owner's representative and after any supplementary charges have been settled) between 8.30-11.00am (depending on the property) on the departure date. When departing before Saturday, it is mandatory that you contact the owner or the owner's representative to arrange for a departure time and inspection.

LENGTH OF STAY

Under no circumstances may you, or any member of your group, exceed the period agreed upon nor may you exercise any right to remain on the premises at the end of the rental period unless an agreement has been made between you and the owner of the property.

LIABILITY

Individual property owners and the agency cannot be held responsible for any unforeseen events, acts of God or war, riots or civil strife, terrorist activity, industrial disputes, natural or nuclear disasters, fire, adverse weather conditions, or the actions of any person outside of the agency. The responsibility of the agency is limited. They act only as agents in regard to the services described in these Booking Conditions.

From time to time, building work and the associated noise is unavoidable. We do not control such work and we do not receive advance notification of when such work will commence. We will notify you as soon as we are made aware of any building work that will affect your holiday. However, we will not offer compensation.

In booking through the agency, you agree that the agency shall not be liable for injury, damage, loss, accident, delay, or irregularity resulting from acts or defaults of others, including our Italy affiliates and their representatives or of the individual owners. Except as specifically provided in this agreement, the agency expressly disclaims any representations or warranties in connection with this agreement, whether express or implied, statutory or otherwise, including, without limitation, warranties of merchantability and fitness for a particular purpose, without limiting the foregoing, the rental properties hereunder are available in accordance with these Booking Conditions and the agency does not warrant that the services provided hereunder shall result in any particular level of customer satisfaction.

BALANCE PAYMENT

You agree to pay the balance at least 60 days prior to the beginning of the stay. If the balance has not been paid by this date, the booking will be considered cancelled, the contract will be void and the property will be available for rental again.

LATE BOOKING

In the event that the booking occurs less than 60 days in advance of the beginning of the rental period, the total payment is required at the time of reservation.

It is your responsibility to provide us with your expected date of departure from home as soon as you know it to ensure that you receive all the travel documents on time.

RESPONSIBILITY OF CLIENT

It is the responsibility of the client to communicate to the agency your expectations, requirements, and any special needs. We must be informed BEFORE your accommodation selection of any health conditions in your group such as allergies, heart conditions, walking problems, etc.

You are expected to treat your vacation home with the same respect as you would your own home. Doors and windows must be closed and locked each time you leave, even if for just a short time. It is your responsibility to find out at check-in time how appliances and equipment (e.g. washing machine, dishwasher, breaker box, etc.) work as well as other pertinent details of the house.

Kitchen clean up and trash removal is the duty of the client. If this is not done, the owner or the caretaker may deduct up to a sum from the security deposit for additional cleaning costs.

INTERRUPTION OF THE HOLIDAY STAY

In the event of interruption on the part of the client, no refund will be made.

NUMBER OF GUESTS ALLOWED

The rental contract is established for a specific number of persons. Only the number and names of persons on the rental contract may occupy the reserved accommodation. Any substitution of persons during the stay is forbidden without previous consent. Visitors of the clients are not allowed on the property unless previously agreed.

TRAVEL DOCUMENTS

The agency will not accept any liability or grant refunds for any improper, expired or invalid documents (passport, visa, medical certificate, vaccination) which might be motive for cancellation or modification of your trip or holiday stay.

FORMALITIES UPON ARRIVAL

Upon arrival, all guests must show their passport to the owner or the owner's representative. These identification details, according to the Italian regulations on short rentals, will be communicated to the local authorities as the Police (Questura) and to the local town/province/region administration, also with regards to any tourist tax (imposta di soggiorno) obligations.

Please read carefully the 'Arrival and Departure Conditions' to guide you through the check-in and check-out process (see below).

HOUSE CLEANING AND MAINTENANCE

The final cleaning is either included in the rental price or charged as a supplemental cost, as indicated on the booking voucher and the property's web page. This amount does not however include the cleaning of the kitchen area and the removal of trash, which are your responsibility. If this has not been done, the owner or his/her representative may charge an additional fee. The owner is allowed on the property for maintenance and gardening purposes.

SECURITY DEPOSIT AND DAMAGES

The security deposit has to be paid cash (in euro) upon arrival to the keyholder unless otherwise stated. The sum is indicated on the booking contract. The security deposit will be returned to you at departure, subject to the premises being left in good order. The keyholder can refuse occupancy of the rental property if the security deposit is not paid.

Should there be damages to the property, deductions from the security deposit will be held for repair/refurbishment/renewal as determined by the owner or caretaker. If such costs or damage exceed the deposit, you will be informed by the keyholder and agree to pay the additional amount to the keyholder in Euros cash or settle any compensation accordingly as determined by the keyholder/owner. You are responsible for all damages caused by you, your family or your guests.

The agency is not responsible in the event of complaints and disagreements about the security deposit between the guest and the keyholder/owner.

SUPPLEMENTARY COSTS AND SERVICES

If the property requires a fee for final cleaning, linen/towels, and other, this is noted on the booking voucher and is collected in Euros cash by the keyholder at arrival. In accommodations where air conditioning or heat will be used (depending on the season), an advanced deposit in Euros cash is required, and is also collected in Euros cash at arrival. This is also noted on the booking voucher. If the amount of air conditioning or heat consumption exceeds the deposit, you will be required to pay any sum exceeding the deposit. If the booking voucher specifies that other utilities (besides air conditioning or heat) such as gas or electricity or internet be paid according to consumption, these are metered and paid accordingly in Euros cash at check out.

Any fees for special additional services (extra maid service, laundry service, cooking service) must be paid in Euros cash when the service is rendered directly to the service provider.

The agency does not get involved in any extra fees or services, the payment and responsibility is directly with the owner or his representative or the service provider.

AMENITIES

The use of amenities, such as swimming pool, moorings, boats and bicycles is entirely at your own risk. The agency is not liable for injury to a user or visitor and loss or damage to your belongings.

CLAIMS/DISPUTES

The agency declines all responsibility for any modifications to available services or to the property made by the owners without our knowledge. All discrepancies relating to the general specifications or the inventory of the premises must be communicated to the keyholder AND the The agency reservation office within 24 hours and s/he be allowed the necessary time to fix the problem. If the matter cannot be corrected, you must contact The agency again by telephone and then in writing within 2 days.

IMPORTANT: No consideration will be given to complaints that are received after the end of your rental period and you forfeit your rights for a possible refund of the rental price.

Whenever possible you are urged to settle minor grievances (burnt-out light bulbs, faulty appliances, etc.) with the keyholder before filing a formal complaint. Often the owner is not aware of these minor problems.

No reimbursement will be made for a late arrival or early departure.

ARRIVAL AND DEPARTURE CONDITIONS

Please read carefully the 'Arrival and Departure Conditions' to guide you through the check-in and check-out process. Depending on the property, some details can be different from these general conditions: check your confirmation voucher and the contact details for specific information concerning your booked property.

INTRODUCTION OF TOURIST TAX AT SEVERAL ITALIAN DESTINATIONS

A number of Italian municipalities (not all) have opted to apply the recently introduced tourist tax (imposta di soggiorno). Tax rates and regulations vary in different places and types (hotel, b&b, home,...) and the tax must be paid directly by tourists at the accommodation. The rate is generally between 0,5 euro (homes) and 5 euro (5* hotels) per person per night.

We must however specify that we cannot be held responsible for any variations or supplements that may be decided by the competent authorities at any time and without prior notification.

JURISDICTION

In the event of legal claims or disputes, this contract shall be governed by the laws of the Italian Government. Any legal action brought against The agency Villas shall be brought in Turin, Italy.