

WEEKLY RENTALS The rental of the properties advertised on the web site and contained in the catalogue has the legal status of "Tourist Rental" and will be concluded by Accommodation provider on behalf of the respective owners with their declared authorization, according to the prices published on the web site, in compliance with the terms and conditions set by the private agreement with the owners.

TYPES OF PROPERTY The properties advertised on the web site belong to two distinct categories so called: Private Structures and Accommodation Facilities.

Private Structure For private structures, the owner sets the property for rent as a private individual and not as a company or accommodation facility with special hotel licence or similar. The significant difference between private structures and accommodation facilities is the impossibility for the owner of providing additional services during the guests' stay. Furthermore, in the absence of guests private structures are frequently occupied by the owners themselves, so the rental contract is meant to be occasional and non-permanent and above all in a nonbusiness form. Being private homes for holiday use, they don't have to meet an internationally recognized standard or category and simply reflect local traditions and personal taste of the owner in what is the structure architecture and furnishings. Peculiarities, limitations or small deficiencies have to be judged as normal, as for the houses where we daily live.

Accommodation facility For properties belonging to this category owners can provide their customers with additional hotel-type services (included or optional) such as cleaning services or linen changes. The service performed is organised on a business form through a professional experienced staff that is at the guests' disposal upon request for all stay long (additional costs will be always paid on site and Accommodation provider might not be liable for any possible inefficiency, for which the customer shall address to the owner or company provider). Accommodation provider is not responsible in case the customer has not carefully and fully checked the information relative to the structure described on the web site.

RENTING PERIOD Accommodation provider deals with weekly rentals from Saturday to Saturday, for a maximum duration of 4 consecutive weeks in favour of the same customer – if provided by the agreement with the owner. Only during low season it is possible to make other arrangements concerning arrival and departure days, but solely and exclusively upon owner's approval. Private structures are generally not available throughout the entire year long.

TERMS OF PAYMENT FOR THE TOURIST RENTALS The booking form indicates the amounts and deadlines of the various payments necessary to confirm the reservation and that are summarized below:

- 25 % as deposit (nonrefundable) to be paid at the moment of the reservation is made + euro 85 as booking administration costs; possible methods for down payment can be bank transfer or credit card;
- 75 % as balance to be paid by bank transfer or credit card within and no later 45 days prior to the first day of the rental.

Payments for reservations and possible refunds will be regulated and accepted solely and exclusively with EURO currency. It is also recalled that all additional costs and, in any case, relative to banking transactions may not be charged to Accommodation provider; possible charge of this costs to Accommodation provider will be considered as unjustified curtailment of the agreed payments and incomplete payment of the agreed price, thus representing a default of the contractual obligations undertaken with the request of reservation. Upon receipt of the balance, Accommodation provider will send the customer all documents relative to the reservation by email (Voucher, Street Directions, Invoice).

RESERVATIONS MADE LESS THAN

45 DAYS PRIOR TO THE FIRST DAY OF THE STAY For reservations made less than 45 days prior to the first day of the stay, customers shall proceed with the payment of the full amount for the rental at the time the reservation is made. Expected payment methods are those used for normal booking procedures. **RESERVATION CHANGES REQUESTED BY THE CUSTOMER** Any change requested after the booking confirmation is not binding for Accommodation provider in case it can not be satisfied. Accommodation provider will do any effort to please the customer, but in all circumstances any requested change or modification, if accepted by the organizer, entails for the customer a fixed additional fee of Euro 85,00. **CANCELLATION NOTICE** This agreement, in accordance with the Article 32 of the Tourism Code, does not provide for the right of withdrawal pursuant to the Decree Law of 6th September 2005, No. 206 for distance contracts. However, booking cancellation is permitted and it shall be sent during working days (Monday to Friday, from 09,00 to 19,00) prior to arrival and does not include arrival and notice day. This notice shall be sent to Accommodation provider by email or fax. **CANCELLATION POLICY FOR TOURIST RENTALS** The cancellation of a reservation, even if replaced with another one, demands the payment of the following penalties: – 25 % of the total reservation price in the case of cancellation notified within 45 days prior to the first day of the stay; – 60 % of the total reservation price in the case of cancellation notified between 44 and 30 days prior to the first day of the stay; – 80 % of the total reservation price in the case of cancellation notified between 29 and 15 days prior to the first day of the stay; – 100 % of the total reservation price in the case of cancellation notified within 14 days prior to the first day of the stay; In addition to the above stated penalties, the booking cancellation – whenever it's notified – always entails the payment, as penalty and with no right of refund, of the amounts transferred at the moment the reservation was made by way of additional service (booking fees, commissions, other extra costs,...). **RESPONSIBILITY AND CLAIMS** All properties of Accommodation provider catalogue and listed on the web site www.dhvillas.com have been supervised and photographed by Accommodation provider. The descriptions advertised by the company correspond to the conditions of the structures at the moment of the visit and of the acquisition and have been written in good faith. Accommodation provider assumes no responsibility in the event the customer, who has correctly checked the web site, may not find the property to be within his tastes upon arrival, having the agency tried to give detailed information and best description possible of the structure. Accommodation provider may not be held responsible if the customer has not carefully read the detailed description on the web site. What is more, Accommodation provider states clearly that the structures on the catalogue reflect their owners' tastes and the habits, traditions and uses of the place they're located, as well as for weather and environmental features. For these reasons they might present small gaps and deficiencies typical of the geography, culture, architecture and traditions of the place where they're set. If the customer might notice, upon arrival or during the stay, serious inaccuracies in the property description or in case of problems, we kindly ask to make contact with Accommodation provider (phone +39 (0)721.799051) during office hours: Monday to Friday from 09.00 to 13.00 and from 15.00 to 19.00; Saturday from 16.00 to 19.00, giving written confirmation of the claim within 12 hours from the arrival in the property by fax (+39 (0)721.797933) or by email (info@dhvillas.com) Once verified the problem, Accommodation provider will try to solve the issue in the shortest time possible to guarantee a good quality

stay of the guests in the structure reserved. However, Accommodation provider reserves the right to check on site through one of its representatives the reasons for the claim and possible inaccuracies of the owner during the stay of the guests, both internally and externally the structure. In the event the customer manifests a complaint after the end of the stay, no refund will be provided. Moreover, no refund will be provided to those customers sent away from the structure upon owners' will, lacking any notice relative to extra persons or to the presence of animals (it is recalled that extra persons as well as the presence of animals shall be always notified to Accommodation provider who will accept that in agreement with the owners) or in the absence of payment of the security deposit demanded at arrival. No form of refund will be given neither to customers who, in the event of misunderstandings or problems, abandon the property without prior written notice to Accommodation provider, nor to those ones who decide to anticipate departure time from the structure reserved, failing compelling reasons or serious inconveniences due to Accommodation provider or the owner and without giving early explanation and written proof to Accommodation provider, or to those ones who have not carefully read the information on the web site finding the property not to be suitable to their needs, or to those ones who leave the property without giving the possibility to the Accommodation provider representative to verify the reason for the claim. Accommodation provider does not acknowledge to be justified reasons for claim weather conditions, insect stings, presence of insects not relative to inadequate cleanliness, lack of electricity, gas or water when depending on authorities or other third parties. All refunds, if due, will be carried out by the end of the tourist season (within and no later the month of December of the current year). In the event Accommodation provider is forced to cancel the reservation of the customer for reasons beyond its will or for force majeure events, the agency will try to accommodate the customer, in mutual agreement, in a new vacation home having similar features to the house originally booked. If the price of the new suggested property is lower than the first one paid, Accommodation provider will refund the customer with the difference; if the price of the new structure exceeds 10% of the amount paid by the customer, when accepting the suggested alternative, the customer shall pay the difference of the higher price. If the parties can not find an agreement on the substitute structure, once received the written cancellation of the contract by the customer, Accommodation provider will refund the paid amounts. In no case Accommodation provider will pay hotel bills or similar. Accommodation provider can not be held responsible for possible inconveniences caused by third parties or for external events not directly attributable to the owner of the structure or to his partners such as climate, local fauna, seasonal events, maintenance works of public roads or building renovations and similar in the vicinity of the properties rented by Accommodation provider. Accommodation provider and the owners can not be held responsible for personal and/or valuable objects left unattended inside the property. Moreover, Accommodation provider and the owners can not be held responsible for inconveniences or damages caused by third parties or by external events not directly attributable to the property and that are not used to be under the direct control of the owner himself. ROADS AND DISTANCES The structures Accommodation provider offers are mainly country villas, usually located in pristine and peaceful places. For this reason, the roads that drive to the properties could be dirt, sometimes not so wide and in some cases rather steep or uneven. Accommodation provider tries to be meticulous when

describing the roads and distances of the properties to the various centres and giving suggestions on the type of car to use. However, Accommodation provider can not be held responsible in the event adverse weather conditions or particular events make it more difficult to drive through these roads and in case of no driving skills on dirt roads.

SERVICES For each property a clear description is provided to inform the customer about what is included or not included in the price, in addition to possible cleaning and laundry services that can be booked at least 40 days beforehand. Costs for heating, electricity, air conditioning (were specified): this cost is not always included in the price. The cost is calculated upon consumption, according to the fees in force at the time of the stay. Only few structures have a fixed weekly flat rate which is duly indicated in the house description on the web site. In both cases, heating and air conditioning costs – as for any other consumption – shall be paid locally to the owner or its representative at the time of departure. The use of heating and air conditioning concerning temperatures and period of use is regulated by norms that might vary from region to region. Generally, heating can be used starting from November to April, for a maximum of 8 hours a day, whereas air conditioning during summer period (again, it is recalled that regulations about period for switching on/off and relative temperatures might vary from region to region). Customers shall peremptorily comply with these rules.

USB stick and wi-fi service for internet connection: Accommodation provider and the owners of those structures where Internet connection is provided with a USB stick or wi-fi service may not be held responsible of possible diseases caused by technical and service problems for which customers are advised to refer directly to specialised provider centres of the area.

ARRIVAL AND DEPARTURE TIMES The indicated day for arrivals and departures is usually on Saturday, unless a different day is mentioned on the house information. Arrival time is set between 16,00 and 19,00 hours. We kindly ask our customers to indicate the approximate time of arrival at least one week prior the first day of the stay allowing the owner or his representative to be on place to greet the guests and ease their entrance. Any change concerning date and time of arrival has to be promptly notified to Accommodation provider by email/fax or by phone. In the event arrival is supposed to be late in the evening and after 20,00 hours, it will be at the owners' complete discretion whether to accept or not the check-in. If the owner cannot accept such a delay communicated on the day of arrival, the customer shall bear the costs for an overnight stay in a different structure from that booked with Accommodation provider. However the company will try to facilitate the customers' arrival to the structure reserving trusting in the cooperation of the house owner, though he may ask for an extra charge for the late check-in, whose amount will be fixed from time to time. Departure from the property shall be in the morning within and no later 10,00 hours; however guests shall authorize the owner of the house as well as the cleaning responsible to enter the structure at least one hour before fixed departure time (or any other communicated time in case of early departure) to check the house condition. Departure time shall always be communicated 24 hours in advance to the owner of the house or house keeper.

ARRIVAL AT THE PROPERTY When arriving at the property, customers are asked to show the owner or its representative the entry voucher and a valid identification document (passport or identity card) for the attendance register as by the Italian law. In the absence of said documentation, the access to the property will be at the owner's discretion.

SECURITY DEPOSIT After arrival at the property, when receiving the house keys, the customer shall pay

the owner or his representative the security deposit by cash, as indicated by the information description relative to the structure. The security deposit might be subject to amount variation for reservations over four consecutive weeks of rent. In such event this increase will be communicated at the moment the reservation is made. The deposit will be returned to the customer at the moment of departure after a check-out of the house condition and with possible deduction for any caused damage or extra costs that were not included in the rental price. The owner reserves the right to prevent the customer from entering the structure in case no security deposit has been paid. If the customer anticipates time for departure or in case it takes place at a different time from that mentioned, the owner or his representative are authorized to return the deposit by postal service or by bank transfer (deducting consumption and possible damages) only after checking the property inventory. In case of dispute between the customer and the owner for possible damages caused to the structure or furnishings/fittings during the stay, and also in case of need for reparation of the damage with consequent payment upon presentation of the invoice, the owner or his representative have the right to return the deposit by postal service deducting the amount mentioned on the invoice, enclosing a copy of it. Accommodation provider denies any liability in case of disputes between the owner and the customer relative to the security deposit.

NUMBER AND IDENTIFICATION OF GUESTS At the time the reservation is made, the customers are asked to insert all necessary data of the people staying in the property in the specific form called "National Security Check Form", with the purpose of notifying attendance to the competent authorities. The person in charge of the reservation shall imperatively indicate all details (in particular days of stay, name and surname, gender, date of birth, place of birth, type of document, number of document, nationality, date of issue of the document, authority who issued the document). Moreover the customer shall fill in for all participants the following information: days of stay, name and surname, gender, date of birth, place of birth. The information sheet on the web site indicates the maximum capacity for each structure. This number (adults-children) can not be absolutely exceeded. Accommodation provider shall be kept informed and will have the right to approve any replacement or increase in the guests' composition that may verify in the property during the stay, always in agreement with the owner of the house who will be entitled to possible additional supplement. In the absence of notice from the customer, the owner reserves the right to dismiss guests exceeding the number communicated for said property. All properties will be set up according to the booking form filled and signed by the customer at the moment of the reservation. In case of changes in the number of guests present or in the bedroom arrangement at arrival, the owner who has not been previously informed by the agency and who has not accepted possible changes will not be bound to respect them. If the owner agrees to satisfy the customers' will, they will always be required to pay for the possible requested supplements.

0-24 MONTHS BABIES Accommodation provider is at complete disposal to provide baby cots, cribs and high chairs for babies. Most of our properties offer the first cot free of charge, whereas any additional requested cot is usually available at an extra fee which might vary depending on the structure. We kindly ask to communicate the number of cots needed through the booking form, at least 30 days prior the arrival day. It is recalled that babies who fall into this category are infant under 2 years old.

PETS Each property description indicates whether pets are allowed or not, the maximum number

welcomed and type of size accepted. It is also mentioned when an additional cleaning fee is requested to be paid to the owner at arrival. At the moment of the reservation, the customer is asked to communicate the presence of pets that will be brought to the structure specifying size and number. The owner may forbid entrance to the property to those customers who will bring with them pets without previous notice at the moment of the reservation, or may not accept pets when their number or size is above those ones mentioned by property description. **HOUSE CLEANING** Weekly house cleaning is included in the weekly rental price, unless otherwise specified in the property description of the house published on the web site and catalogue. Weekly cleaning (for accommodation facilities only) does not include cleaning of kitchen and garbage disposal. The property shall be left in good hygienical conditions in all of its components and furnishings. If not the case, the customer shall pay the owner or his representative the cost necessary for the cleaning. It's up to the customer to take care of the garbage disposal from the property, unless otherwise indicated. In the event guests do not comply with this rule, the owner or his representative will have the right to ask for an additional fee for this service. Kitchen shall be left clean and tidy. If for any reason, even concerning time, guests could not clean the kitchen and tools before their departure, the owner will have the right to ask for an extra fee for kitchen cleaning. **POOL OPENING TIMES** Pools will be open in the period mentioned in each property description (effective opening times during low season, when scheduled or agreed, might possibly be influenced also by weather conditions). Possible openings outside the indicated period shall be agreed with the owner and will demand the payment of an extra fee. **EXCEPTIONAL MAINTENANCE AND INTERVENTION** In the event of exceptional maintenance or intervention necessary for the good continuance of the holiday, customers could not forbid in any way the entrance to the property of the owner or responsible for the structure, being understood that the owner will always give prior notice and ask for the presence of the guests. In case guests could not be present during the work execution, the owners or their representative could always enter the structure, if needed, to carry out any necessary repair service. **TOURIST TAX** Based on Art. 4 of the Decree Law no.23 of 14th March 2011, Italian towns considered to be much attractive for tourists have the authority to approve a tourist tax at the expense of the visitors and intended to finance the interventions in the tourist sector, including those in support of accommodation facilities, maintenance services, use and recovery of cultural and environmental heritage, local public services. This tax is applied to each overnight stay (cost per person/night) and the amounts (variable cost generally between € 0,50 and € 5,00 per person/night) are indicated by the town where the property is located; possible exemptions might be applied. If due, the tax shall be paid by cash to the responsible of the property before departure; the amounts will be notified to the guests by the owner. **BEHAVIORAL NORMS AND OBLIGATIONS OF THE CUSTOMER** Guests are kindly requested to comply with the behavioral norms in force in our Country. Guests shall respect rules of caution and diligence and shall comply with regulations and administrative or legislative provisions. During the stay, it is required to take care of the house and property in all of its parts. It is absolutely forbidden to move furniture inside the house, bring furniture or furnishings from the internal to the external of the house and/or use them in improper ways. In the event a guest does not comply with the rules of good conduct and in case this might cause damages to the structure or furnishings, both inside or outside the structure with reference to pool

and garden equipment, the owner will have the right, at his sole discretion, to end the rental contract by oral notice to the guests and by written communication to the agency and will be entitled to ask for the immediate departure of the customer from the property.

Accommodation provider denies any liability in the case of disputes between the customer and owner. In the event of legal actions, the owner will provide the customer with information about the Competent Court. The person signing the booking form is meant to be responsible jointly and severally liable towards the owner and Accommodation provider for the behaviour of the group's members during the rental period.

INSURANCE In accordance with Italian Law and European Community Law dealing with guarantees for customers in the tourist sector and with the Regional Law no. 16 of 08/02/1992. Accommodation provider has stipulated the following insurance policy: Civil and general liability: Vittoria assicurazione – Polizza N. 51846973. This insurance covers the civil liability of Accommodation provider di Alessandra Luchini & C. Snc, set in via dell'Industria 15, 61043 Cagli (PU), Italy – in its role of organizer and intermediary for travel and accommodation. This insurance has been stipulated in accordance with the C.C.V. (Convenzione Internazionale sui Contratti di Viaggio) and the Directive CEE 90/314 assimilated by the regional law of Le Marche Region.

NATIONAL GUARANTEE FUND The National Guarantee Fund (art. 100 of the new Consumer Code which came into force on Oct. 25th 2005) was established to protect consumers with a travel contract, it provides for refund of the price paid by the customer in the event of insolvency or bankruptcy of the seller (tour operator or travel agency) or organizer. The mode of action of the National Guarantee Fund is established by a decree of the President of the Council of Ministers of 23/07/1999, n. 349. Guarantee Fund under Article. 21 of Decree Law 111/1995 established at the Presidency of the Council of Ministers.

TREATMENT OF PERSONAL DATA Personal data and other details acquired by our Agency while performing its task will be subject to secrecy and treated in compliance with the privacy policy and the rights of the person through the systematic use of appropriate measures of protection and guarantee, set both for paper and electronic processing of data and measured to the peculiarity of the data itself (simple personal data or sensitive or judicial data). Pursuant to the effects of the Legislative Decree 196/03, we inform the customer that his personal data will be processed only for purposes determined by the contract (including accounting and administrative purposes). It is also recalled that such data could be used for commercial and promotional activities relative to the services provided by our Agency. For this last purpose, an expressed consent for treatment is required. The absence of the customer's consent will not allow our Company to use the personal data for commercial activities