

Payments

At the time of booking confirmation, a deposit equal to 30% of the total.

The balance of the booked accommodation must be paid at least thirty (30) days before arrival.

Full payment of the stay will be required when the booking is made less than thirty (30) days before the start of the stay.

Cancellation Policy

For bookings confirmed starting from 01/12/2020 the following cancellation conditions will be applied:

- cancellation up to thirty (30) days before the arrival date: 100% refund of the booking price;
- cancellation from thirty (30) days before the arrival date to the arrival date: cancellation penalty equal to 100% of the booking price (no refund);
- cancellation during the stay: cancellation penalty equal to 100% of the booking price (no refund).
- Cancellation for reasons of force majeure COVID-19: in the event of cancellation of the reservation due to proven inability to travel due to government provisions limiting the freedom of movement on the national or international territory imposed to deal with all epidemiological emergencies COVID-19, Accommodation provider will refund the amount paid for the reservation, without prejudice to the guest's obligation to send Accommodation provider the required documentation starting 7 days before arrival, and in any case within the day before the booked stay, of the cancellation of the reservation with specific indication of the reasons indicated above.

Responsibility of the customer

The customer is responsible for the validity of his travel documents, such as his passport, driver's license, and his air / train tickets etc. Accommodation provider.com declines any responsibility due to the loss or misuse of the customer's travel documents.

The number of people that can be accommodated in each property is indicated in each accommodation card on the website and in the booking confirmation document (voucher). The customer must not exceed this number. In the event that the customer exceeds the limit of Italian-Experience.com guests, he can cancel the reservation without granting any refund.

Any damage or loss caused to the accommodation or its contents by the client or the members of his group is the responsibility of the client. The customer must immediately notify the owner of the accommodation and the agency in writing of the damage caused and pay for any repairs or replacements that may be necessary, directly to the owner.

The client must inform the agency prior to booking if anyone in the group has a disability or is subject to any particular medical conditions in order to offer accommodation suited to the client's specific needs, when available. If these special needs are not disclosed at the time of booking, the agency will not be able to meet these needs and this cannot justify a possible cancellation of the booking.

It is not possible to use photographs or videos showing the accommodation for commercial use without the prior written authorization of Accommodation provider.com

General informations

Lease period

Normally the accommodations are rented from Saturday to Saturday for a minimum of seven days.

Different days of beginning of the stay and a different minimum duration are possible in some periods of the year through special agreements.

Arrival and departure

The arrival at the structure must take place between 16:00 and 20:00 in the afternoon of the first day of vacation, unless otherwise indicated in the accommodation card and / or in the voucher. The customer must communicate in advance the estimated time of arrival, as requested in the voucher. Upon your arrival you will find the owner or the person in charge of the reception who will illustrate the rules of the structure and the operation of the lights and appliances, will also give you all the information for a trouble-free stay.

The accommodation must be vacated by 10 am on the day of departure, unless otherwise agreed in the voucher. Please inform the owner as soon as possible if you will have a delay in your arrival time. The arrival and departure times will allow for proper cleaning of the accommodation for new guests.

Security deposit

Upon arrival at the property, the customer must pay the security deposit as indicated in the accommodation card and / or in the booking procedure and / or in the voucher. The deposit will be returned to the customer upon departure after checking the condition of the property and after deducting any damage caused and any additional costs not included in the rental price (eg costs for heating, electricity, Wi-Fi ...) , unless otherwise indicated.

The owner has the right to prevent entry to the customer who has not paid the security deposit.

If a customer anticipates his departure, or if this occurs at times other than those established, the owner or his representative are authorized to return the security deposit by post or by bank transfer (less consumption and any damage) only after having checked the inventory of the accommodation. In the event of a dispute between the customer and the owner for any damage caused to the structure or its furnishings, during the stay, and where there is a need for repairing the damage, with consequent payment against invoice, the owner or his representative are authorized to return the security deposit by post, deducting the invoice amount and attaching a copy to the customer.

Number of guests and their identification

The maximum number of people that the structure is able to accommodate is indicated in the data sheet of each property. This number (adults - children - infants) cannot be exceeded in any way and must comply with the information communicated by the customer at the time of booking (names and date of birth of the people who will stay in the property).

Accommodation provider.com must be informed in advance and must approve any replacement or increase of guests that occur on the property during the stay, even in the case of visits or organization of events (birthdays, anniversaries, weddings, etc.) that they must be communicated to the agency and accepted by the owner, who will be to charge any supplements.

In the event of changes in the number of people present or in the arrangement of the rooms upon arrival, the owner who has not been previously informed by the agency and who has not accepted any changes will not be required to respect them.

The owner has the right not to accept a number of guests exceeding what was communicated at the time of booking and in any case greater than the maximum number of beds available. Upon arrival, the owner will check the personal details of the guests which must correspond to those declared during the booking process.

If the above conditions are not respected, the owner may not accept the guests without them having to claim any refund.

Should it be in his power to please customers, they will still have the obligation to pay the required supplements.

Included services / Paid services

Each accommodation offered by Accommodation provider.com has some services included in the rental price and some paid services. In the form and / or in the booking procedure of each accommodation, what is included in the rental price and what is not included is listed. Additional services such as midweek cleaning services or extra linen changes must be booked prior to arrival.

Parking spaces for cars

The structures are usually equipped with parking for cars. Please check the type of parking available at the time of booking.

Access roads

Some properties have private access roads, sometimes not asphalted and not easy for sports cars. Accommodation provider.com is not responsible for any damage to the car caused or consequent to road conditions. The customer is therefore invited to check before booking if this aspect can cause problems for his vehicle.

Costs of heating, electricity and air conditioning (where indicated)

These costs, when indicated in the accommodation card and / or in the booking procedure and / or in the voucher, are paid to the owner on site.

Pool

Most of the properties offered have a swimming pool. Many swimming pools are fenced and the owners carry out maintenance almost every day. Some pools are not fenced. Accommodation provider.com is not responsible for guests who use these pools. Therefore, from the beginning of the stay, customers are asked to familiarize themselves with the pool, its height, the entry and exit points and in particular to watch over children and non-swimmers. The swimming pool is not always usable, but at certain times of the year. Some pools are heated, in some cases this service is subject to charges. The swimming pool is generally open from May to September. Any openings outside the indicated period must be agreed with the owner and will require the payment of a supplement.

Internet access

Many structures have internet access, but in some cases the signal may not be optimal due to the location of the accommodation. In the event of a malfunction, the owners will do everything possible to remedy the inconvenience but it is intended to specify that some connections may not be suitable for jobs that require excessive use or unloading of megabytes and that the simultaneous connection of multiple devices can cause slowdowns. general of the line.

Accommodation provider.com declines any responsibility in case of loss or interruption of access. In some cases this service is subject to a fee.

Animals

Pets are welcome in many facilities. In the card of each accommodation it is indicated if animals are allowed. The presence of animals and their size must be reported at the time of booking.

It is possible to bring only one pet, with the agreement of the owner of the facility and the confirmation of the agency, unless otherwise agreed.

It is necessary that the animal has its own insurance to cover any damage caused to the property or to third parties. Pets are not allowed in the swimming pool or in the common areas of the structure

(apartments). Animals must not disturb nearby residents or children, possibly equip the dogs with a muzzle. Dogs are the sole responsibility of their owners. They must be up to date with vaccinations, they must not be left unattended, they will not be able to get on the beds and / or sofas and their needs will be collected.

The owner may deny entry to the customer who will bring an animal without having communicated it at the time of booking. An additional payment for cleaning in the event of the presence of animals may be requested on site.

Cleaning of the property

The accommodations are delivered clean and in perfect order.

The owner of the structure undertakes to apply the indications provided in the guidelines and protocols for cleaning and disinfection of environments issued by national and local authorities for the prevention, management, contrast and control of the COVID-19 emergency in accommodation facilities. The advanced cleaning standards provide for the implementation of procedures and operations for the preparation, cleaning and disinfection of housing surfaces and equipment, using approved disinfectants to counter the spread of COVID-19 and wearing personal protective equipment.

The customer is required to pay the owner the amount relating to the final cleaning of the accommodation as indicated in the accommodation card and / or in the booking procedure and / or in the voucher, with the exception of accommodation where final cleaning is included in the rental price. This amount does not include cleaning of the kitchenette / kitchen / kitchenette and the removal of rubbish, which are the responsibility of the customer.

Weekly cleaning does not include kitchen cleaning. The kitchen must be left in good hygienic conditions, tidy as far as possible, and the fridge emptied. If, for any reason, including time, the guests cannot clean the kitchen and the furnishings before their departure, the owner will be entitled to request a supplement for cleaning the same.

In addition, the customer must take care of waste disposal, unless there is a different indication, in particular before leaving the accommodation all waste must be placed in the appropriate containers. If guests fail to dispose of waste from the property, the owner may request a supplement for this service.

The properties must be returned in good hygienic conditions in all their parts and accessories. Otherwise, the customer will have to pay the owner the cost of cleaning.

Pool and park maintenance

The swimming pools and gardens attached to the property are subject to continuous maintenance that the owner or his delegate will carry out on the days and in the manner that will be communicated to customers upon their arrival. All interventions will be carried out trying to cause the least possible inconvenience to guests.

We ask for your kind cooperation in accepting the presence, as discreet as possible, of the same.

Extraordinary maintenance and other interventions on the property

In the event of maintenance or exceptional interventions essential for the smooth running of the holiday, customers will in no case be able to prohibit access by the owners or managers of the facilities within the property or the home. It is understood that the owners will always provide prior notice and require the presence of the guests themselves, it being understood that where the guests cannot be present during the work, the owners or their representatives will still be able to enter the homes, if necessary, to carry out the any repair work.

City tax

Based on the provisions of art. 4 of the Legislative Decree n. 23 of 14 March 2011) Italian municipalities with a prevalent tourist vocation can apply for the tourist tax, intended to finance interventions in the field of tourism including those in support of accommodation facilities, the maintenance, use and recovery of cultural and environmental assets, as well as local public services. The tax is applied to each overnight stay (i.e. for each person and for each night), and the amounts (generally between € 0.50 and € 4.00 per person per night) are established by the Municipality to which the booked property belongs; there may be any exemptions (such as for children under 14, handicapped persons, etc.). The tax, if provided for by the Municipality in which the property is located, will be highlighted in the accommodation card and / or in the booking procedure and / or in the voucher and must be paid in cash to the owner on the day of arrival.

Babies 0-24 months

Most of the structures are equipped with a cot and a high chair for children.

The agency asks you to communicate your request for a cot and / or high chair at the time of booking, and in any case at least 30 days before your arrival. The children who fall into this denomination are the "infants" who have not yet turned 2 years old.

The request for cots or high chairs must be evaluated by the agency in agreement with the owner of the structure and for this service a supplement may be required.

Final tips

One of the great attractions of our accommodations is their location in the countryside. This is also the natural habitat of many animals and insects. Accommodation provider.com is not responsible for the presence of animals and insects in the area, however we recommend that you use a repellent and be careful of waste organici that attract insects. Also in the summer every water source attracts animals. To help keep the rented accommodation free from insects and animals, do not leave leftover food on the tables and empty the organic waste bin frequently. Also use mosquito nets and close the doors to prevent insects from entering.