

Booking Conditions

These Booking Conditions, “Essential information” together with our privacy policy and where your holiday is booked via our website, our website terms and conditions of use, together with any other written information we brought to your attention before we confirmed your booking, form the basis of your contract with **VRI**. Please read them carefully as they set out our respective rights and obligations

By making a booking, the first named person on the booking agrees on behalf of all persons detailed on the booking that:-

He/she has read these terms and conditions and has the authority to and does agree to be bound by them;

He/she consents to our use of information in accordance with our Privacy Policy;

He/she is over 18 years of age and where placing an order for services with age restrictions, declares that he/she and all members of the party are of the appropriate age to purchase those services.

1 Booking procedure

1.1 The booking is made via a request by e-mail (addressed to or through the online booking form available in the website

1.2 When booking, the customer accepts to conclude the contract with the owner of the object, represented by **VRI**, according to the terms and conditions indicated in the object offer, other supplementary information enlisted in the website and the terms and conditions included in this document.

1.3 The request made by the customer as indicated in 1.1 is immediately binding on this part. The contract is concluded when **VRI**, as representative and on behalf of the owner sends the booking confirmation via e-mail to the e-mail address indicated in the request.

3 Payment processing, security deposit, cancellation policy, rebooking.

2.1 **VRI** is the authorized collecting agent on behalf of the owner for all the sums related to rental payments and any cancellation fees. **VRI** provides the customer with an individual insurance certificate in order to insure the risk of loss in the event of bankruptcy of **VRI**. The costs of this insurance certificate is included.

2.4 A deposit must be left upon arrival directly to the owner as indicated in the offer of the holiday accommodation. On the morning of departure, the deposit will be returned after deduction of the costs (if any) stated in the offer. The amount for any damage to the house or its equipment that may have occurred during the customer's stay and which may be ascribed to the customer is withheld from the deposit

2.5 Although the booking order is binding on the customer, he is nonetheless granted a

right of withdrawal in the contracts intermediated by - **VRI** on behalf of the owner. The right of withdrawal must be exercised in writing and addressed to - **VRI**, by e-mail.

2.6 In case of withdrawal, - **VRI** charges the following flat-rate cancellation fees: up to 43 days prior to the start date of the reservation 25% of the total price; from 42 to 30 days prior the start date of the reservation 50% of the total price; from the 30 day prior to the start date of the reservation 90% of the total prices; no show 100% of the total price.

3 Duties of the customer

3.1 In case of problems related to the rented object, the customer is legally required to cooperate in solving the problem or remedying the deficiencies. The customer is required to directly inform the owner of this complaints as soon as possible, and in any case during his stay, so as to allow the owner to remedy any problem. In case of a formal written complaint the customer is required to inform - **VRI** on the day of arrival or, at the latest the day after by telephone, text message or e-mail. The customer further undertakes to grant the owner the time necessary to try to remedy the problem. If the customer not comply with his duties of cooperation and notification, any claims for price reduction or compensation for damages will be disregarded.

3.2 Customer are required to treat the accommodation and its belongings respectfully and with care. Customers are not allowed to place tents, caravans, pavillons or other additional housing solution on the property.

4 Other important information about the stay

4.1 Check in is available from 3 pm to 7 pm unless otherwise stated

4.2 On the day of departure, the customer are requested to leave the accommodation between 8 am and 10 am. On this occasion the owner will check that the kitchen (sink, working areas) is clean and the accumulated waste is properly disposed in the appropriate containers.

5 Law and jurisdiction

5.1 The customer can only sue - **VRI** at this registered seat for claims related to his services;

5.2 Should any element of these terms be invalid become ineffective or have an unintentional regulatory gap the effectiveness of the remaining terms shall remain unchanged. For all terms not specifically provided the Italian Law shall apply.

5.3 Any claims arising out of this document shall be put forward in the Court of Macerata and decided according to Italian law.