BOOKING CONDITIONS BOOKING MEGA 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 24hours 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 it 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.
• 15% deposit payment to confirm the booking and balance 35 days before arrival, all payements are not refundable
+ Agent cancelation fee € 200,- 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 of after September.