

Booking Conditions ACCOMMODATION PROVIDER

If you want to reserve a villa or an apartment with Accommodation Provider, you should, first of all, check the availability with us.

After that you must accept our booking conditions and confirm your booking via e-mail.

We will hold the property for 1 week –

A 50% of the total amount is required upon booking.

The balance can be paid in two different ways:

1) within 60 days before the start of rental period

2) directly to the property at the arrival

The owners of the properties will choose the way they prefer and it will be communicated to you at the moment of the reservation.

After the receipt of payment, we will confirm the reservation.

At the moment the only method of payment accepted is BANK TRANSFER.

Details for bank transfer will be communicated at the moment of the reservation.

Cancellation Policy

- More than 90 days prior the date of arrival -30%
- 89-40 calendar day before the day of arrival -50%
- Less than 40 calendar days prior the day of arrival -100%.
- When you subscribe and accept our confirmation form, you accept this policy.

All Accommodations have fantasy names. In the final booking documents, the real name of the property, its complete address and the telephone number of the keyholder will be communicated.

RATES: Weekly rates and week-end rates are in Euro and are valid for the periods indicated. All the extras are clearly written under the price list of each property

Heating, firewood and final cleaning for pets are always extras to be paid locally.

NUMBER OF GUESTS: The number of guests cannot exceed the number stated on the booking form.

DOCUMENTS: All clients have to give the owner their documents to be registered. The total number of beds (adults and children) indicated in the description of the property must be respected and clients cannot exceed the maximum number specified. In the descriptions are always indicated if extra beds are available.

CHANGINGS: If the client wants to change the property already reserved or the period of the stay, he will be charged of all the cancellation penalties.

DEPOSIT: At the moment of the check in, the client has to pay the owner or the keyholder a damage deposit in euro, in cash. The amount is written in the voucher. The deposit will be refunded on departure, previous deduction of any damage caused by the client to the property and the extra costs not included in the rental price and to be paid locally. The owner

or the keyholder may refuse to give the client the keys of the booked property if the refundable deposit is not paid locally by the client.

Persons under 18 years old cannot rent any of Accommodation Provider's properties unless together with an older person.

COMPLAINS: Any complain of the client regarding the state of the house must be communicated to the owner or to Accommodation Provider within 24 hours after the arrival.

Any further complain must be communicated and solved during the stay

Houses of Caharme has no responsibility in case of discussion between the client and the owner but we will do our utmost to solve the problem.

Any refund can be asked from the clients after their departure.

CHECK IN -CHECK OUT. Arrivals are expected between 4 pm and 7 pm. Late arrivals must be agreed with the owners. The owner can require an extra fee for arrivals after 11 pm.

Departures are expected within 10 am.

PETS: Pets must be always communicated at the moment of the booking, and written in the booking form. If not communicated, the owner can refuse the booking at any moment, also at the moment of the check in.

Clients must pay an extra fee for pets and follow the rules of the property. In any case it is absolutely forbidden to all type of pets to enter in the pools.

GARDENING The owner or a gardener have free access to the properties, also during the stay of the client, to work in the garden, to clean the swimming-pools. On arrival, the client will be informed of times and days when those services are done.

CANCELLATION BY THE OWNER: It may happen that the property owner has to cancel the booking for any reasons beyond its control or for force majeure. In these cases Accommodation Provider will inform soon the client to offer him/her an alternative property with similar characteristics and rental price. When the client receives the alternative he/she has two possibilities: a) To accept the alternative property offered by Accommodation Provider., 2) Refuse the offer. In this case the owner will be refunded of the total amount already paid.