

BOOKINGS

Bookings are done through Accommodation provider: the client may contact it by telephone, fax or e-mail to require previous availability of the house he/she likes and eventually to have an option on it.

The client has to confirm or to cancel the option within the date indicated from Accommodation provider, otherwise the option will be automatically cancelled.

If the client wants to confirm the booking, Accommodation provider will send him/her the booking contract; the client has to send it back to Accommodation provider via e-mail and within 2 days and with his/her signature on it, along with the payment of a deposit of 30% of the total amount of the booking.

The balance must be paid within 45 days prior to the arrival day.

For bookings confirmed by the client within 45 days from the arrival day, Accommodation provider will send the booking contract and the client, within 2 days, has to sign it and send it back to Accommodation provider via e-mail, along with the payment of the total amount of the booking.

The payments must be done:

By bank transfer and in this case Accommodation provider will inform the clients about the bank details in the booking contract.

Upon receipt of the balance Accommodation provider will send to the client the Accommodation provider-Card (accommodation voucher) with all the details of the property and the booked services, along with the Accommodation provider-Map with the driving instructions to easily reach the property reserved.

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

RATES

Weekly rates and week-end rates indicated in the website www.Accommodationprovider.com are in Euro and are valid for the period indicated below.

Rates include always bed/bath/kitchen linen per person with weekly change and the water.

It is clearly indicated in the price list of each property the extra costs that are due locally (electricity, gas, final cleaning, internet use) and they will be deducted from the refundable deposit.

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

Special offers and last minute cannot be combined and are valid only for the number of persons and for the periods indicated in the tariffs "Special offer" and "Last minute".

CHANGEMENTS

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 and the loss of the booking fee.

If the client, for any reason, has to cancel his/her booking, he/she can be substituted by other persons and he has to inform soon Accommodation provider, by telephone, fax or e-mail. In case of substitution with other clients Accommodation provider will send

them new documents and the first client will be charged of euro 50,00 for extra expenses.

TRAVEL DOCUMENTS

Accommodation provider is not responsible for any illegal, expired or not valid document of the client (Passport, Identity Card, Visa, medical certificate, vaccination) which may be the motive for cancellation or curtailment of the client's journey or holiday.

FORMALITIES TO COMPLY ON ARRIVAL AND REFUNDABLE DEPOSIT

On arrival at the property all the clients have to give to the owner or to the keyholder their valid documents (Passport or Identity Card) along with the Accommodation provider Card (accommodation voucher) to be registered.

On receipt of the keys, the client has to pay the owner or the keyholder a deposit in euro in cash, whose amount is indicated in the descriptions of the properties in the web www.Accommodation provider.com, in the booking contract and on 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: they are clearly indicated in the description in the web www.Accommodation provider.com, in the booking contract and on the voucher.

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.

Accommodation provider has no responsibility in case of discussion between the client and the owner about the refundable deposit.

NUMBER OF PERSONS

Only the number of persons indicated in the booking contract and in the voucher are allowed to enter in the reserved property.

If during the stay extra persons will arrive in the property, anyway no more than the maximum number of beds available, the owners and Accommodation provider must be informed in advance.

All the 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 be more than the maximum number specified.

In the descriptions are always indicated if extra beds are available.

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

Tents and caravans are not permitted in any of our properties, for any reason.

ARRIVAL

All the bookings are done for a minimum weekly stay from Saturday to Saturday.

Arrival: 17.00/20.00.

Bookings for less than one week or with arrival dates different from Saturday, must be agreed with Accommodation provider before the confirmation of the booking. Arrivals after 20.00 must be agreed at the time of booking. Arrival after 23.00 will be charged of euro 50,00 to be paid locally.

Accommodation provider is unable to guarantee access to any property after 20.00 with no previous agreement .

If, for emergency reasons only (traffic or flight delay), the day of arrival the client cannot reach the reserved property within the times indicated here and in the voucher, he/she has to contact Accommodation provider as soon as possible at the numbers indicated on the map.

Please note that Accommodation provider will not give any assistance by telephone Monday-Friday after 18.00 and Saturday after 20.00.

DEPARTURE

The day of departure, clients have to leave the property between 7.00 and 10.00.

Departures before 7.00 must be agreed with Accommodation provider or the owner minimum 4 days before and will be charged euro 50,00 to be paid locally.

The owner or the keyholder arrive at the property before the departure to check the house and give back to the client the refundable deposit . All the extra expenses to be paid locally, indicated in the booking contract and in the voucher , along with all the damages done by the clients will be deducted from the deposit.

CLEANING OF THE HOUSE AND EXTRA CLEANING FOR PETS

On arrival the client will find the properties cleaned. It is indicated in the descriptions of the property if the final cleaning is included in the rental price or if the client has to pay it on departure, and the price.

In some properties is requested a minimum amount for final cleaning .

In all the properties that accept pets, clients have to pay locally euro 20 for extra final cleaning for pets, per each pet.

It is absolutely forbidden to all type of pets to enter in the pools.

Accommodation provider asks the client to leave the houses in good hygienic conditions and not to move the furniture.

It is forbidden to leave the rubbish inside and outside the houses, both during the stay and on departure.

If on departure of the client the owners will have to take out the rubbish, the client is charged of an extra cost of euro 50,00 per stay.

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 and the tennis courts.

On arrival, the client will be informed of times and days when those services are done.

CANCELLATION BY THE CLIENTS

In case of cancellation of the confirmed booking for a property published in the web the client will pay the following penalties:

- 30% of the total rental price (deposit already paid at the booking confirmation) if the cancellation is received by Accommodation provider till 45 days prior to the arrival date;
- 50% of the total rental price if the cancellation is received by Accommodation provider within 44 and 30 days prior to the arrival date;
- 70% of the total rental price if the cancellation is received by Accommodation provider within 29 and 15 days prior to the arrival date;
- 90% of the total rental price if the cancellation is received by Accommodation provider within 14 and 7 days prior to the arrival date;
- 100% of the total rental price if the cancellation is received by Accommodation provider within 6 days prior the arrival date or in case of no show of the clients the day of arrival.

In case of cancellation of the booking, if the client asked, signed and paid to Accommodation provider a Cancellation Insurance, the insurance premium is not refundable.

CANCELLATION BY ACCOMMODATION PROVIDER

It may happens that Accommodation provider is not able to provide the clients the property reserved 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, at the same rental price of the first property booked.

In this case the client cannot ask any extra reimbursement.

If the alternative property has a higher price than the property already reserved, Accommodation provider will pay the difference in the rental price.

If the alternative property has a lower price than the property already reserved, Accommodation provider will reimburse the clients of the difference in the rental price.

b) To not accept the alternative property: in this case Accommodation provider will reimburse totally the client of the amount already paid and the booking fee and the client cannot ask any extra reimbursement to Accommodation provider neither about the house reserved nor for any cancellation charges for travel arrangements he/she has to pay.

COMPLAINTS

Each property in the website has been carefully checked from Accommodation provider. Accommodation provider has no liability in case of any changes done by the owners in the properties after this check and without giving information to Accommodation provider.

For any problem during the stay , the client has to inform soon Accommodation provider (office times are Monday/Friday 10.00-13.00 / 14.00-17.00) or the owner, to solve them soon.

Accommodation provider will give no reimbursement to client that arrives later than the arrival day of the booking or in case the client will interrupt the holiday and abandon the property in advance respect to the departure day without any notice to the owner or to Accommodation provider.

All complaints must be sent to Accommodation provider in a written way (letter, fax or e-mail) within 7 days from the end of the stay. After this time Accommodation provider will no answer to any complaint.

LAW AND JURISDICTION

Any discussion about these booking conditions is under the jurisdictions of the Court in Perugia-Italy.

INSURANCE

Accommodation provider. is insured for liability according to the current laws with:

CIVIL RESPONSIBILITY: AXA ASSICURAZIONI - Policy n.21871094.

FONDO DI GARANZIA: AIAV "IL SALVAGENTE" Soc.Coop a.r.l. Torino - Policy 2023/1-0108 for cancellation of turistical packages and services.

Anyway it is client's responsibility to have a personal health and cancellation insurance.

Licence of Travel Agency issued by Regione Umbria n.588 del 3.11.1997.

Licence of ON LINE TRAVEL AGENCY - Determinazione dirigenziale n.5467 dated 07.06.2021

This programme has been published in respect to the local law L.R.Umbria n.8 del 10.7.2017

This programme is valid from 07.01.2024 to 31.12.2024

It is possible to rent all Accommodation provider properties, for accommodation only, both to individual clients and to small groups.

In case the client would ask extra services that joined to the accommodation will offer an "all inclusive package", they are organized under the D.L.21 May 2018 n.62.