

HOLIDAY GARDA

SPLENDID VILLAS WITH LUXURY SERVICE

General conditions of contract

The lease provides for the supply of bed linen, towels, pool towels, table cloth and cloth napkins.

The rented accommodation includes full furnishing and equipment. Baby equipment can be provided on request.

The tenant shall report any deterioration or breakage occurred during the rental period and undertakes to maintain in good condition the House and its amenities. A folder of photographs of the villa's actual state before your arrival is made available on a usb key in the villa for you to examine and copy.

If the tenant finds breakages or deteriorations on arrival, occurring before the tenant's stay, these must be reported within 24 hours of check-in

The tenant is liable for the full value of damages due to his negligence as well as accidental damage during the stay. Tenants are required to have insurance that will cover damages over and above the amount of the damage deposit.

The tenant must provide the property manager with a scanned copy of the identity document of the person named in the booking confirmation agreement, as well as id document numbers for all the persons staying in the house for the duration of the rental. These may be provided by email or by fax to +39 0365 290 563.

The tenant releases the owner from liability for any damage or injury to themselves or their property during their stay, including accidents in the swimming pool, the boat and the garden (where the villa has these facilities).

The landlord cannot be held responsible for Acts of God natural disasters and other events outside of his/her control. Guests should take out adequate travel insurance to cover them in the event of such circumstances.

For the execution of this agreement, the parties elect domicile in the place where the property is situated. The competent court, in the event of a dispute, shall be that of the lease.

House Rules:

The tenant agrees to comply with any specific house rules included in the villa documentation, including condominium rules and rules governing shared facilities where applicable.

Pets are allowed in some villas, if you are bringing a pet be sure to check with the manager first if they are allowed in the villa you are staying in. Guests must keep pets under control at all times, and ensure their pets do not disturb or endanger the neighbours. Guests must clean up all pet mess before leaving. A fee of 100 euro will be deducted from the damage deposit should pet mess be left behind.

Smoking is allowed *only in the outdoor* areas of the house. If smoke smell and residue are found in the house, a cleaning fee of 500 euro will be deducted from the damage deposit

City noise rules ask for quiet after 11pm.

Rubbish should be disposed of at the local dumpsters before your departure. There is a 50 euro cleaning charge, deducted from the damage deposit, for rubbish left in the house.

Any damages or breakages should be noted on the breakage report form in the villa documentation

Final Cleaning is included in the price, but we ask that you put all dirty dishes in the dishwasher and turn it on before you leave, replace any furniture you have moved, and clean out any fireplaces or barbecues that you have used. Failure to do so will result in an extra cleaning fee of 50 euros.

White towels are for use inside the house only. Do not use outdoors, or in any way that could stain or ruin them. The replacement value of stained or missing towels will be deducted from the damage deposit.

Standard use utilities are included in the price of rental. Usage of air conditioning in the summer months incurs an extra charge of 100 euros per week, and heating in the winter months is charged actual usage, per cubic meter of fuel, at the current market prices at the time of the stay.

Particular rules of usage for the villa are included in the villa manual and local guide.

Cancellation Policy:

You may cancel the booking at any time up to **90 days** before your arrival date, and your advance payments will be returned in full. If the booking is canceled between **90 and 30 days** of your arrival, the prepayments will not be refunded. If canceled within **30 days** of arrival, the entire amount of the stay is due.

In the unlikely event that the owner must cancel your booking 60 days or more before your stay, your payments will be refunded in full. With less than 60 days before your stay, the owner will refund double what you have paid, and endeavour to cover any demonstrable losses you have incurred for the booking (eg: airline tickets and other expenses).

Deposit:

We require a refundable €1,000.00 deposit to secure the rental. It will be refunded after check-out once the rental is inspected and approved for no damage (see details below). The deposit is payable by paypal or cash on arrival. Cash deposits will be refunded by bank transfer, with bank fees deducted from the total. All payments must be made in Euros. Deposits must be received within 5 days of arrival. You will be sent a reminder 10 days before arrival.

Deposits are returned to guest within 2-5 days after check-out if the following criteria are met:

- 1.) No damage to building, furniture, or appliances.
- 2.) Check in/out according to times arranged.
- 3.) The departure checklist (see the Checkout section below) is completed satisfactorily.

Checkin and Checkout:

Check in must be after 4pm and before 7pm, on appointment with the property manager. Late check-in after 7pm and before 10pm is possible, and will incur a late check-in fee of 50 euro. Key handover will be done at check in, as well as a general introduction to the house and house rules. The villa has a manual and tour book with explanations of usage for the villa, and the list of "do's" and "do not's" in the villa.

Check out must be before 10am. Self check-out is the standard procedure. If an assisted checkout is preferred, this can be organised on agreement with the property manager. On departure, all items on the following checklist must be completed:

- 1.) Remove all garbage to outside dumpster or trash can.
- 2.) Load and run dishwasher.
- 3.) Replace any moved furniture to its original position

- 4.) If you have a dog, the dog mess in the garden must be completely cleared up.
- 5.) Turn off lights, turn thermostat to 65 degrees in winter.
- 6.) Close and lock all outside doors and windows.
- 7.) Place the key according to the instructions in the villa manual.
- 8.) Adhere to the agreed check-out time. If the cleaning crew has to sit outside to wait for guests to leave the property, there will be a waiting fee of 50 euros per half hour.

Check in and check out times can be arranged outside of these hours directly with the property manager, depending on the scheduling of other guests' arrivals and departures.

Cleaning:

Your rental contract includes all final cleaning of the property, but you are required to remove the rubbish, make sure the barbecue and fireplaces are swept if used, and leave the dishes cleaning in the dishwasher on checkout.

Privacy Statement:

Acceptance of these terms and conditions includes also the acceptance of the below privacy statement:

"I, the guest, authorize the processing of my personal data for personnel research and selection purposes solely for circulation within the company according to the Italian Legislative Decree N.196/2003."