

## Booking Terms & Conditions

### DEFINITIONS:

“In writing” means confirmation is paper written form, sent via the postal system, hand delivered, or via electronic mail

### BOOKING CONDITIONS:

Please retain for your information

#### 1. Deposit & Payments

Upon booking you will need to pay a deposit of 25% by credit card or by cheque. If it is less than eight weeks before your departure date then the FULL BALANCE is due. On receipt of the deposit and booking form, we send you a booking confirmation which establishes our contract with you. You must pay the balance at least eight weeks before departure.

Effective from the date printed on the confirmation, if you fail to pay the final balance when due, we reserve the right to treat your booking as cancelled and you may be subject to cancellation charges as shown in the Cancellation Table below.

The booking form states the number of people who will stay at the property. You must not accommodate any additional people or pets in the property without our consent in writing.

#### 2. Booking changes made by You.

Any changes to the booking date made by you will be subject to availability. If the changes are made more than eight weeks before the arrival date, there will be an administration fee of £30 for changing the booking date. After that date, you may be liable for cancellation charges. We reserve the right to cancel a booking and retain the deposit if the balance of the rental payment is not received by the due date.

#### 3. If You Cancel

Cancellations must be made in writing. Cancellation charges will apply according to the date we receive your notice of cancellation in writing. Cancellation charges will be levied according to the scale of charges set out in the Cancellation Table below.

#### 4. Booking changes made by Us

For circumstances that occur which are beyond our control, we reserve the right to modify or cancel any booking at any time. Occasionally we may have to make a major change, such as change of date of stay. Where we have to modify or cancel your booking we will offer you the following options:

- A. Full refund of all deposits and monies paid to us
- B. We may offer you a rescheduled or shorter date of stay, and will provide a 20% discount on the published weekly rate for the revised date of stay, as compensation for any inconvenience on your part

We may occasionally have to cancel your stay as a result of Force Majeure (clause 12). We will not pay any compensation in this event.

#### 5. Arrival and Departure

Your arrival time at the property on the scheduled date of arrival must be after 14:00h

Your departure must be before 9:00h on the scheduled date of departure. Failure to vacate the property by the due time may incur a charge of £100 which will be deducted from the security deposit which was paid at time of booking.

## 6. Our responsibility whilst participating in arrangements made by us

We accept responsibility for ensuring that all component parts of your stay, which you book with us, are supplied as described to a reasonable standard. We accept no responsibility for any travel arrangements made by you or made on your behalf whether this is for car hire, ferry, flights, trains or buses.

We cannot accept any liability in respect of any injury, loss or damage however caused to you unless it is by act or omission of ourselves.

Our liability for a failure to provide the service promised is limited to the value of the booking in all cases. In respect of injury unconnected with the arrangements made by us, we will try to offer assistance and advice in respect of any claim you may have against a third party. Your travel insurance policy should include legal assistance, you should therefore claim under that policy.

## 7. Care of Property

If you cause disturbance or annoyance to other residents or others in the community you may be asked to leave by the accommodation owner or local property supervisor, and we shall have no responsibility to find alternative accommodation. You are responsible to ensure that the property is left upon departure in the same condition of cleanliness and repair as upon arrival. Any loss or damage caused will be deductible from your Security Deposit.

## 8. Safety & Supervision

Children under 16 must be supervised by an adult at all times during the stay. Particular care must be taken regarding use of the pool and pool area. Only adults are permitted to use the barbeque.

Road quality and driving: The road leading up to the property, and on some other local routes do not have asphalt and care should be taken to ensure vehicles are driven with care when using these roads, and when turning into and reversing out of the driveway onto the public road.

## 9. Use of Swimming pool

The pool is normally open between 31st May and 30<sup>th</sup> September, however this can vary according to the weather or due to essential maintenance. You are advised to check with us that the pool is going to be open during your proposed stay.

Use of the pool is conditional upon your adherence to the Pool Rules which are displayed in the property and pool area. In particular note that diving, food, drinks or glass items are all prohibited in the pool and pool deck area.

## 10. Electricity & Water Supplies

Water shortages occasionally occur during long dry periods, so please be sparing with water consumption wherever possible. Similarly breaks in the supply of electricity occasionally happen, although prolonged outages are uncommon.

Note that the property has a current limiter which trips off the supply at the main meter if too many appliances are used at once. Therefore take care not to overload the electrical supply.

## 11. Security Deposit

A security deposit of £150 is payable by you on booking, to cover breakages or losses caused by you during your stay, or of failure to vacate the property by the published departure time. This amount of this security deposit will be shown on your booking invoice confirmation, and provided no losses, breakages or breaches of these conditions are incurred will be refunded with 14 days of your return.

## 12. Travel Insurance

It is a condition of our accepting your booking that you take out Personal Travel and Cancellation insurance. This alternative policy must provide 24 hour emergency telephone and repatriation service. Please note that the use of the accommodation and the facilities including the swimming pool is entirely at the user's risk.

### 13. Price

Our prices are per villa/apartment for one week (i.e. a minimum stay of 7 nights). Stays of less than one week are subject to availability and season. There are no set transfer days as these are dependent on airline schedules which are seasonal and variable.

Stays of greater than 2 weeks may be available especially during low season. Please contact us for availability and pricing.

The price of your stay includes the cost of gas, electricity, pool use and maintenance, linen and cleaning unless stated otherwise in the price list or in the notes. All additional costs such as heating, firewood, food and other consumable items, additional beds and extra changes of bed linen must be met directly by you, paid for at time of booking, or by subsequent arrangement with Italian Haven.

All prices and charges are payable in UK £ Sterling and are not subject to additional VAT.

### 14. Complaints

In the unlikely event that you have any problems during your stay, you must report it immediately to the property owners: Italian Haven in the UK. If you move to other accommodation without contacting us to give us an opportunity to rectify the situation you will lose any right to receive a full or partial refund. By accepting these terms you are agreeing to abide by our complaints procedure and therefore we will attempt to resolve the matter immediately. However if you remain dissatisfied you must write to us within 14 days from the end of your stay stating the reasons for complaint. Failure to notify us during your stay will mean that we will not enter into any correspondence whatsoever to resolve the dispute after you have returned.

### 15. Force Majeure and Significant Change

These include events which are caused as a result of acts of God, Governments, hostilities of war, political unrest, riot, civil strife, industrial dispute, natural or nuclear disaster, fire, theft, epidemics quarantine, medical or customs regulations, technical or administrative problems with transport, closure of airports, breakdowns with machinery and equipment, adverse weather conditions, water shortages or any other circumstances outside of our control and could not have been avoided even with all due care.

### 16. Brochure Description

All property descriptions in this brochure were correct at the time of printing, to the best of our knowledge.

### 17. Cancellation Table

Cancellation less than 3 weeks prior to arrival	Cancellation between 3-6 weeks prior to arrival	Cancellation between 6- 8 weeks prior to arrival	Cancellation less than 8 weeks prior to arrival	Cancellation more than 8 weeks prior to arrival
90% of full payment	60% of full payment	40% of full payment	Loss of the deposit (25%)	No penalty