



General terms and conditions

1 Reservations

Reservations only take effect after receipt of our *Reservation confirmation* and only concern objects confirmed by us. We do not accept reservations from minors. The date of birth of each participant must be submitted with each reservation.

The tourist accommodation is only rented to heads of families who must also make themselves known as such. It is prohibited to reside with more than the maximum number of persons allowed. The person making the reservation, as well as all those who make use of the accommodation in his or her company, are bound to the provisions laid down in these general terms and conditions.

2 Payments

2.1 Within 21 days of receipt of our *Reservation confirmation*, you must pay 20% of the rental sum (or as indicated on the *Reservation confirmation*), plus all additional costs if applicable.

2.2 The rest of the rental sum, plus all additional costs if applicable, must be in our possession no later than 6 weeks before commencement of the rental period. In the event of late payment, we will be entitled to unilaterally dissolve the rental agreement. Any amounts already paid will not be refunded.

2.3 For reservations within 6 weeks before commencement of the rental period, the entire rental sum, plus all additional costs if applicable, must be paid immediately.

2.4 On receipt of the residual sum, you will receive a confirmation of the same, which you must show or hand in to the local management or key holder.

3 Rental price

The rental price for the accommodation is for the period mentioned on the Reservation confirmation and is stated in €. The additional costs are mentioned separately. In the case of a mid-week arrival, you will pay the day-price (1/5 part of the week price).

4 Rental period

For all objects, the rental period normally runs from Saturday 2 pm to Saturday 10 am. At Sereno and San Giorgio the arrival time is 3 pm, unless otherwise agreed.

If you have still not arrived on Saturday evening at 10 pm (without notice of delay), then your accommodation will be cancelled WITHOUT a refund. In the event of an earlier departure and later arrival, no refund will be given of amounts paid.

5 Transfers/Changes

At your request – and as far as is possible – changes in the reservation will be made, for this you will be charged €20 per change, besides any price difference.

6 Cancellation

6.1 In the event of cancellation, the following amounts/percentages will be owed (besides the reservation costs):

- in case of cancellation more than three months prior to commencement date: 15% of the rental sum,
- in case of cancellation between three to two months prior to commencement date: 50% of the rental sum,
- in case of cancellation between two to one month prior to commencement date: 75% of the rental sum,
- in case of cancellation within one month prior to commencement date: 90% of the rental sum,
- in case of cancellation at commencement date: 100% of the rental sum.



6.2 If required, we can arrange a cancellation insurance for you. The purpose of this is to refund you all rental amounts already paid by you if the journey has to be cancelled due to an accident or illness. The refund of partially or fully paid rental amounts is done if a cancellation has to be made due to acute serious illness, an accident or the death of the traveller(s) themselves or his/her close family members in the 1st and 2nd degree. Close family members are limited to the spouse, children, parents (in law), brothers and sisters. The costs for the cancellation insurance as well as the reservation costs will not be refunded. Your *Reservation confirmation* provides proof of insurance. This insurance premium is 4% of the rental amount, excluding discounts. You can indicate while making the reservation whether you wish to make use of this insurance, if so we will arrange it for you.

7 Changes/Cancellation on our part

7.1 If your lease has to be cancelled due to circumstances beyond our control, we make sure to provide immediate notification and immediate repayment of all amounts already partially or fully paid. Moreover, no liability whatsoever can be claimed from us.

7.2 In the event of a change in accommodation, we undertake – as far as is possible – to offer equivalent or better accommodation, at no additional cost. We further undertake, in event that you do not agree to our proposed alternative, to the immediate and full repayment of the amounts that have already been paid.

8 General reservation

8.1 We are not bound to any obvious errors and/or mistakes in our documentation and/or on the website whatsoever.

8.2 If there are any circumstances, as intended in these provisions, force majeure and change (art. 6), hindrance of proper execution and liability for exclusion (art. 8), then this will be at our discretion, said judgement will be given within the boundaries of good faith.

9 Obligation and exclusion

All guests must observe the rules laid down for the object in question, including the hours of rest during the night. A violation may result in removal from the rented object and from the location, without any refund of the paid amounts.

During the stay in your rented object, you are obliged to keep it clean and afterwards to leave it behind tidy and broom clean. If extra cleaning is required – the same at the discretion of the administrator – you will be charged the necessary cleaning costs. Moreover, you should reimburse any inventory that is lost or damaged during your stay.

On arrival, the reception will give you information material containing various stipulations, to which you must adhere.

10 Liability

10.1 We accept no liability whatsoever for damages and/or injury caused to tenants, however such damages or injury has arisen.

10.2 Neither can we be held liable for the loss, theft or damage of property, including money.

10.2 Neither can we be held liable for the failure or deactivation of technical installations and the cutting off of utilities and facilities such as water, electricity and/or gas, swimming pools etc.

11 Complaints

In spite of all our effort and care, it is still possible that one considers that one has a justified complaint. The tenant must immediately make such a complaint known on-site to the company management, so that they have the opportunity to solve things without delay. Complaints submitted afterwards will not be accepted.