

TERMS OF BUSINESS

We have endeavoured to reduce our terms of business as we are confident that our clients will honour their contract with us and in return we shall endeavour that all our obligations are fulfilled to the best of our ability. However your attention is drawn to the following terms of business before signing your booking form.

OUR PRICE includes: rental of 15 Via Don Minzoni, Serra De' Conti, for holiday purposes with gas, electricity and water supplied to the house.

It may be necessary to replace gas cylinders if they run out. You will be reimbursed if this occurs.

OUR PRICE does NOT include: transport and insurance – both of which should be obtained by the clients. You should have holiday insurance not only to cover you against loss or accident but also to cover against accidental damage to the property.

ELECTRICAL APPLIANCES: are supplied in the house. If they malfunction it will be necessary to inform the owners who will arrange repair or replacement.

We do not accept responsibility for all the appliances working during your stay. Similarly the electrical supply can be interrupted. We do not accept responsibility for ensuring that there will be no power cuts during your stay.

CANCELLATIONS:

BY YOU – should you wish to cancel your booking once it has been accepted by us, or amended within 42 days of departure, we must receive written instructions to this effect, then the following charges become payable by you as set out below:

Periods before departure:

More than 42 days: 50%

42 – 29 days: 55%

28 – 22 days: 60%

21 – 14 days: 75%

14 – 8 days: 85%

7 days or less: 100%

Balances are due 8 weeks prior to departure. If this balance is NOT received within 7 days of the due date, cancellation may be assumed by the owners with consequent loss of deposit as laid down in our terms of business.

BY US – in the unlikely event that we have to cancel your rental through circumstances beyond our control, we shall make every endeavour to offer you suitable alternative of a similar or higher standard (without extra charge to you). If the alternative is not acceptable to you, you should notify us by return and we will refund all monies paid.

VACATING the property – guests are required to vacate the accommodation before 10:00 am on the day of departure. The property must be left clean and with at least 2 functional gas cylinders.

COMPLAINTS: in the unlikely event that you have a complaint whilst you are staying, please inform the owners as soon as possible. They are available to help. Should they be unable to resolve the complaint and you wish to take up the matter upon your return, please detail the complaint in writing and send a copy to the owners within 28 days of completion of the stay.