

We are glad to share with you some informations about our conditions for the location:

#### 1. BOOKING

Acceptance of the booking is subject to the availability of the apartment and to the payment in advance, and the contract is only executed when we send written confirmation by email. We cannot accept bookings made by minors.

#### 2. PAYMENT and CANCELLATIONS

To confirm the booking, we require prepayment according to the price of the apartment.

The balance must be settled at least 14 days before the arrival date. For reservations made after this period, the price of the apartment must be settled in full upon booking.

If payment is not received within the specified time, the contract may be considered terminated and will be null and avoid.

We have two options, NOT REFUNDABLE price and REFUNDABLE. In the first case, we apply a 10% off from the price list.

In the second case, in case of cancellation by the client, we give 100% refund up until 14 days to arrival; no reimbursement after 14 days to arrival.

#### 3. CANCELLATION BY US

Guests are called to behave in a civil and respectful manner, to keep and leave the property and the furniture, kitchen equipment and any items in the flat in good condition and undamaged as they found them. In the event that they do not, we will be entitled to terminate the contract in advance and retain the full amount paid.

#### 4. SECURITY DEPOSIT

At check-in, we require a deposit of 150,00€ (payable by cash) as security against any damage. The security deposit will be refunded at the end of the letting period, after inspection of our apartment. In case of any wilful or accidental damage or acts or theft by the client in the flat, the guests will be liable for the amount of the damage suffered by us.

#### 5. CHECK-IN

Check-in of the apartment is normally from 14.00 until 21.00

For late arrivals please write an email to us to organize the check-in.

Each guest that will stay in the apartment has to show a valid identity document in observance of the Italian legislation (art.109 Regio Decreto 18.06.1931 Tulps).

The maximum number of persons allowed to stay in the apartment is 7.

From the 24th August 2011, the City Council has declared that any visitor has to pay a City Tax. We have to collect it on the behalf of the City Council. This tax will be applied to each visitor based on the A/2 category of our apartment, the age and period of the stay. The total amount due has to be paid in cash upon arrival.

## 6. CHECK-OUT

Check-out of the apartment is by 10.00 in order to allow us to prepare the apartment for the next Guest.

At check out, the apartment will be in order. The kitchen must be left clean and in order, the fridge empty. The waste must not be left inside the apartment neither in the common areas of the building, for example stairs.

## 7. IMPORTANT RULES:

Neighborhood: between 1 pm and 3 pm and from 11 pm until 8 am any loud noise in the house is not permitted.

House keys: at the end of your stay, the keys must be left to us by hand or on the table at the entrance. In case of lost, 200,00 € must be paid to change the lock. In case the guest is locked out the apartment, we will charge 30,00 € to come and open the door.

Rubbish and cleaning: must be left in the bins near the property or outside the gate door until 8 am. Any violation of municipal rules will incur a fine of 190,00€ which we are authorized to debit from the guest account. If rubbish is left, or the kitchen is not in good order, we'll charge 50,00€ for the extra cleaning.

Smoking: is not permitted inside the apartment.

Animals: Are only admitted if a request has been made by email before booking and accepted by us.

Security: Always close the shutters, the windows, the doors to the terrace, the apartment door and the street door before leaving the house. We are not responsible for any item missing from client's belongings during the stay in our apartment.