

CASA VACANZE



TERMS AND CONDITIONS

Premise

These general terms are part and parcel of the contract signed with Gr.In.Tur. snc.

Stipulation, contract definition, payment terms

You can make your reservation by phone or directly by the website. Within 48 hours after our fax/e-mail confirmation, the client will be required to forward by fax to our office a copy of the Booking Card and a 40% deposit, which will be calculated according to the total rental amount. The final balance should be paid 30 days before the arrival by bank/postal transfer. Obviously, reservations are only considered valid after our receipt of the reservation card by fax accompanied by the relative amount requested. If the above payments are not met, our office will automatically cancel the reservation because this will be read as a renunciation of the individual proposal by the client and an authorization for our office to terminate the potential contract. The contract is considered as definitive after the payment of the advance money. In case of no advance money payment within 2 days from the confirmation date, the reservation is cancelled. After the payment of the remainder you will be provided with the travel vouchers to be consigned to the person in charge for the keys with the passport or identification document. Possible special requires (such as neighbouring accommodations etc) must be confirmed in writing.

Services and prices

Prices as they are published represent the weekly rates for the chosen period. The rent not includes energetic consumption, gas/water charges and final cleanings fees, that must be paid by cash at the arrival. Supplementary services such as daily or weekly cleaning, further linen change etc. must be paid in the stay site. Information in the brochure concerning the possible infrastructures in the stay site (transport means, shops, restaurants, sports centres etc) are provided by thirds: maybe possible changes cannot be communicated promptly. The correct supply of services such as gas, water, electricity can undergo disservices; Villa Peonia is not responsible for these cases and for bad weather conditions.

Prices and services variations

Descriptions of the apartments and the respective prices are planned accurately; yet they can vary: variations will be communicated right on reservation and confirmation. Maybe these variations be carried out after the contract stipulation: should they be substantial to the contract paragraphs, you can ask the annulment of the contract itself within five days, without expenses, and receive the whole refunding of your payment.

Departures, arrivals broken off or extended stays

The arrival must take place between 05.00 pm and 08.00 pm and the departure from 08.00 to 10.00 am. The change over day is Saturday. Should you not be able to arrive in this interval, keep in immediate touch with the person in charge for the keys dialling the telephone number on the travel voucher: he will fix a new arrival time at his own discretion. However, if you plan to arrive after 08.00 pm we require at least a 24-hour notice as we need to arrange for a member of our staff to wait for you. Arrivals between 08.00 pm and midnight are subject to 50.00 euros service fee payable in cash on arrival. Every started hour after midnight will be charged 10.00 euros extra. Should you not be able to stay in the house from the booked day or at the established time, due to travelling troubles, strikes or personal reasons, no refunding is due. You have to contact the reservation office beforehand to extend a stay.

Annulment of the contract by the customer

You cannot annul the reservation; if you do, you will lose what you have paid and you have eventually to pay a penalty as a refunding of the main damage deriving from the annulment, as it is reported in the confirmation letter.

Apartment substitution or contract annulment by Villa Peonia

In case of serious unexpected event, Villa Peonia reserves the possibility to substitute the reserved apartment with an offer of equal value. In case of force majeure (war, natural calamities, fire in the reserved apartment, sale of the apartment by the owner) Villa Peonia can annul the contract and refund the paid amount.

Tenant's duties

When you will be consigned the keys, you will have to pay the deposit caution to the person in charge: the amount must correspond to the amount reported in the confirmation letter. The amount must be paid only by cash. Should this money be not paid, the person in charge can deny the access to the house. The occupation of the house is limited to the number of persons reported on the contract. The person in charge can deny the access to the house to exceeding people. The customer commits to live in the house in the respect of the rules for good neighbouring. Crockery and kitchen tools cleaning must be fulfilled by the customer and is not included in the final cleaning. The security deposit will be returned to the customer at the end of stay or - in case of departures in a different time by check out time - in 48 hours later by bank transfer only after the checking of the apartment, deducting bank fees and damages.

Complaints and paybacks

If in the course of the stay you find differences from what you have reserved, we suggest you to discuss the problem with the person in charge for the keys. Should this person not be able to face the problem in short time, you can contact the reservation office. Yet, the persons in charge for the customer reception are not authorised to decide over possible payback at all. Any complaint must reach the reservation office within 4 weeks from the stay expiration date, otherwise you will lose the right to refunding.

Responsibilities due to Villa Peonia

Should the house properties display substantial differences from the reports in the contract, so as not to allow a normal stay, Villa Peonia commits to put an equal quality accommodation at your disposal. Should this not be possible for lack of availability or should you refuse the supplied alternative due to effective reasons, Villa Peonia will refund you with the whole rent or part of the stay. Villa Peonia is not responsible in the following cases:

- negligence or disservices due to thirds;
- in case of force majeure or event which neither Villa Peonia nor its partners (for ex: the person in charge for the keys) can foresee in spite of their precision;
- thefts in apartments.

Place of Jurisdiction

Cagliari Place of Jurisdiction will be effective for any controversy depending on this contract.