

Villa Regina's Booking Conditions

CONTRACT Advertisements contained in Villa Regina brochures or Web site are not to be treated as an offer to contract. This contract is subject to all conditions set forth herein; and together with the Confirmation Invoice represents the entire agreement of the parties. No firm booking/contract will have been made until payment is received and processed.

PROPERTY INFORMATION Villa Regina has taken care to insure the accuracy of all information contained in its brochures. Villa Regina frequently updates the properties advertised on its Web site, but nothing in Villa Regina brochures or Web site nor any suggestion expressed by a Villa Regina employee shall be treated as a term or condition of this Contract. Client (*the person making this booking*) determines his/her own needs, requirements and expectations when selecting a rental property from Villa Regina brochure or Web site. Villa Regina shall not be liable with regard to any difference of opinion as to the condition or quality of the properties advertised.

PAYMENT The Client acknowledges being a member of the travelling party and shall pay a **non-refundable** deposit of 50% of the total price for the rental property prior to issuance of the Confirmation Invoice. The balance of the contract price is due a minimum of 60 days prior to the rental commencement date. If a booking is made within 60 days of the rental date, the entire contract price is due at the time of booking. If a deposit, the full contract price, or any portion thereof is not paid within the above times, Villa Regina shall treat the Contract as terminated and as a cancellation charge retain all deposits paid by the Client and/or be entitled to additional cancellation charges as in paragraph 7. If payment is by credit card only the Client's credit card can be used for all payments. Final payments are confirmed by the Client's own bank or credit card statement, subject to receipt by Villa Regina

Note: alternatively, and upon agreement with the property owners, the 50% balance could be paid "cash on arrival".

TRAVEL INSURANCE Villa Regina strongly recommends clients to purchase travel insurance (es. <http://www.worldnomads.com>)

CANCELLATION FEES All cancellations are subject to penalties. The amount charged is based on the date Villa Regina receives written notice from the Client requesting a cancellation/termination of the Contract. The following cancellation charges are immediately due and payable by the Client:

- 50% (*i.e. the full non-refundable deposit*) from the date of confirmation, up to 61 days prior to rental commencement period.
- 100% (*i.e. the full contract price*) from 60 to zero days prior to rental commencement period.

ALTERATION OR CANCELLATION BY THE PROPERTY OWNER. This Contract may be modified or cancelled at any time in any case where it is necessary to do so as a result of a force majeure or any other occurrence outside of the control of Villa Regina. Villa Regina will assist the Client in making a new booking. The Client is responsible for any rental cost increase due to a new booking. In the event a new booking is not possible, Villa Regina will provide a full refund of monies paid for the cancelled Contract. Villa Regina shall not be responsible for any other direct, consequential or incidental losses incurred by Client.

ANIMALS Permitted solely at the discretion of the Villa, B&b, House, Flat or Agriturismo proprietor.

Guests are requested to inform the owners, at the time of booking, supply all details concerning pets or animals, and ask for the OK.

PARTY SIZE Including the Client, the number of guests lodging at any one time cannot exceed the total party size specified in the Confirmation Invoice. Failure to comply may result in additional guests being turned away and/or the entire party may be subject to eviction at their own expense. Unless otherwise stated in Villa Regina brochure or Web site, children under 3 years of age are not counted as part of the total party size.

CHILD/INFANT SAFETY Clients may provide their own portable crib/cot or bassinet. Any such equipment found at a rental property may not conform to common safety standards. Villa Regina do not inspect any such equipment; therefore clients use at their own risk.

SWIMMING POOLS Swimming pools (*where available*), are open at the discretion of the proprietor of the villa. Clients and all guests avail themselves of the pool and pool area at their own risk. Lifeguards are not provided

NOT INCLUDED IN THE CONTRACT PRICE Travel arrangements, insurance and transportation are not included in the contract price. There may be additional items which will be specified at the time of booking.

INCLUDED IN THE CONTRACT PRICE Unless otherwise specified in the individual property information by Villa Regina, the normal use of water, (*hot water, cooking gas, electricity with a surcharge*), as well as basic cooking utensils, pots, pans, glassware, dinnerware and flatware and one set of linens per bed and one set of towels per person, per week are provided.

RESERVING ADDED SERVICES For properties offering added services such as a maid or cook, the request to employ such services must be made in writing to Villa Regina when booking. These services are not guaranteed and are not included in the contract price unless otherwise specified in the individual property information by Villa Regina. Specifically with regard to food service, Villa Regina makes no representation as to the level or quality of the ingredients or preparation. Payment is due in cash Euro on delivery as required by the key holder and no payment for services is made to Villa Regina directly. Once requests have been made, a decrease in the number of hours or participants cannot be processed. Cancellation of services require a minimum notice of 60 days prior to the rental date and are subject to the administrative charge.

Cancellations occurring within 60 days require full payment for the service by the key holder prior to Clients gaining admittance to the rental property

CASH SECURITY DEPOSIT A security deposit in cash Euro as specified in the Confirmation Invoice is payable upon arrival at the rental property. The Client is responsible for ensuring that the property is left upon departure in the same condition of cleanliness and repair as upon arrival and that all trash has been removed. Any loss or damage to the property, its fixtures or fittings will be deducted by the key-holder from the security deposit. The Client is responsible for any damages exceeding the amount of the security deposit. Utilities or services may be deducted from the security deposit. Prior to departure, it is the Client's responsibility to obtain an accounting of the deposit and collect the unused portion. Villa Regina is not responsible for the return of Client's security deposit following a rental.

ARRIVAL/DEPARTURE TIMES Arrival and departure times are fixed appointments. Clients must arrive at the rental property at the time and on the date specified on the confirmation invoice. these. Properties must be vacated at the time and on the date specified in the confirmation invoice. The key holder must be informed of any changes to the times stipulated on the confirmation invoice.

COMPLAINTS. Villa Regina endeavours to make the client as comfortable as possible. We strive to insure that details of accommodation and facilities advertised are an accurate representation. However, should a problem arise please contact a Villa Regina representative as soon as possible.

LIABILITY Villa Regina, its employees and/or agents shall not be liable for any accident which may occur relating to this Contract and/or the rental property which is the subject of this Contract; or for any injury, damage or loss whatsoever or however caused, except insofar as the injury, damage or loss is caused by the direct negligence of Villa Regina, its employees and/or agents.

DISPUTE RESOLUTION Villa Regina and the Client expressly agree that all disputes arising out of this contract and not administratively resolved by Villa Regina shall be resolved applying to the laws of Italy. Villa Regina must receive notice of any dispute in writing and any legal action must be commenced within six months of the end or cancellation of the rental. Client shall be responsible for Villa Regina costs of collection including reasonable legal fees relating to dishonoured checks or returned credit card payments and all bank charges relating to same.

ACCEPTANCE The Client making the booking and all members of the travelling party agree to accept and abide by the terms and conditions of this contract.

TERMS & CONDITIONS

Non refundable deposit payable upon booking – 50% of total cost.

Payment of balance accommodation in full 60 days prior to arrival.

All cancellations are subject to charges. The amount charged is based on the date Villa Regina receives written notice from the client requesting cancellation/ termination of the contract