

via Malan, 5a - 31030 - Borso del Grappa (TV) - ITALY phone: +39.340.0970217 fax: +39.0423.1990351 web: http://www.casa-alba.it email: info@casa-alba.it

## **Terms**

## **Payments**

At the time of booking must be paid a sum equal to 30% of the total amount as a deposit by bank transfer or postal order. The balance for the entire stay must be paid upon arrival in the apartment, together with the delivery of the keys will be required to pay a deposit amount fixed for € 300.00. This deposit will be refunded to the customer at the time of departure, following the return of keys and verification by the person in charge, net of deductions for the repayment of any possibile damage caused to the building, forniture or accessories included in the apartment except the obligation of the customer to compensate the possible greater damage. If the Customer refuses to pay the deposit or the balance as indicated above, the landlord shall have the right to terminate the contract and to cancel the booking, having nothing to Customer, for any reason whatsoever.

## **Arrival and departure**

The arrival time in the apartment will be between the hours 15.00 and 20.00, while the departing time will be between 08.30 and 10.30 am, unless specific agreements.

For different arrival times, please give advance notice.

## Bed linen and towels

The supply of bed linen and towels are included in the price. The customer may request a change of them by paying an additional fee of € 10.00 per person for a full replacement of bed linens and bathroom.

## Consumption of utilities and cleaning

Use of electricity, gas and water is included in the price of the apartment, as well as the cost of final cleaning, with the exception of the kitchen to the customer. If it is not left clean (dishes, pans, garbage removal, stove, fridge, etc..) will be deducted the amount of € 40.00 from the deposit for cleaning; in the house are included supplies for cleaning.

The client can not be due any refund, for whatever reason, in consequence of any suspension of electricity, water or gas not depending on causes directly attributable to the landlord.

# Cancellation of booking by the customer

If Customer, after the completion of the booking cancels the reservation by giving notice between 30 to 15 days prior to arrival, will retain 20% of the amount paid as a deposit, as a penalty. In the event that the reservation is cancelled with notice of less than 15 days from the date of arrival, will keep 50% of the amount. Where the cancellation is made after the delivery of the apartment will be deducted the entire amount paid by the customer by way of rent.

# Number of occupants in apartment

The customer will occupy the apartment with no more than the maximum number of persons indicated in the description.

#### **Animals**

Pets accepted if communicated before arrival

# **Smoking**

Are not allowed in the apartment.

#### **General Conditions**

The Customer undertakes to respect the rules of good neighbourhood and more precisely from 14.00 to 16.00 and from 23.00 to 08.00, should not be produced any noise that could disturb the neighbours (moderate volume of radio, television or other noisy emission).

The landlord is not responsable in case of any theft occurred inside the apartment leased. Customer shall not under any circumstances make duplicates of the keys given or give them to people outside the rental relationship. The lessor reserves the right to access in the apartment, upon notice to Customer, for urgent maintenance and / or repair or in case of emergency.