



## GENERAL BOOKING CONDITIONS

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### Booking

Bookings are made in relation to holiday accommodation only and do not include any flights, transport or transfers to the property. Bookings are made on behalf of the owner of the property at the prices stated on the web pages of [seaandcountryvillas.com](http://seaandcountryvillas.com). The holidaymaker makes his/her booking directly with “**Sea and Country Villas**”.

### Booking Form

Once availability is confirmed, we will send you a Booking Form, which specifies that we require a deposit amounting to 30% of the total price in order to secure the property for you. It may be paid by Credit Card or Wire Transfer.

Reservation will be confirmed upon receipt of the fully completed Booking Form and your deposit. A Confirmation Form and an Accommodation Voucher, which includes a list of extra services requested, directions as to how to reach the property, contact names and telephone numbers, will be issued once the fully completed Booking Form has been returned to us. Errors or omissions on the Confirmation Form or Accommodation Voucher must be identified and notified to us immediately. The return of your completed Booking Form to us means that you have read and accepted these Booking Conditions.

### Balance

Full payment is due 8 weeks (56 days) before your scheduled arrival date and must be paid directly to the “**Sea and Country Villas**” by Credit Card or Wire Transfer. “**Sea and Country Villas**” will send you a reminder when the balance is due. If the booking is made less than 30 days before arrival, you are required to complete the Booking Form and pay the total amount immediately to secure your booking. Payment by Credit Card or Bank Transfer is accepted. If the balance is not paid by the due date, we reserve the right to consider your booking cancelled and the deposit forfeited.

### Security Deposit

A Security Deposit is required to insure the owners against breakages, damage and extra costs - including extra cleaning - not paid for before departure. The Security Deposit must be paid in Euro directly to the property owner upon arrival and will be refunded at the end of the holiday.

The amount of deposit required is indicated in the individual property descriptions on the “**Sea and Country Villas**” website ([www.seaandcountryvillas.com](http://www.seaandcountryvillas.com)).

### Insurance

“**Sea and Country Villas**” does not provide Personal Travel insurance. We therefore strongly recommend that you and your party have the necessary insurance to travel. This insurance should cover all aspects of your holiday.

“**Sea and Country Villas**” can in no way be held responsible for any loss, damage, injury or accident that might occur.

### Property Description

We have visited, checked and selected each property carefully. The descriptions appearing on our website are accurate and have been made in good faith. However, “**Sea and Country Villas**” accepts no responsibility for any changes made by the owners without our knowledge. Guests will be notified in writing of any changes made to the property.



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Panoramic views and privacy necessarily entail a certain degree of elevation and distance from main thoroughfares, so please be prepared for a hill or two along the way. Access roads to rural properties may be rough. The properties are cleaned and made ready for your arrival. Upon arrival, guests should inspect the property with the owner and make sure that they fully understand the use of all the appliances, equipment and utilities. Units on the telephone counter/meter will also be checked in order to determine usage during the rental period. Extra charges for heating and the final cleaning, as specified on the website and/or agreed on the Confirmation Form, must be paid for locally at the end of the rental period.

### Extra services

The extra services available at each property are outlined on the "Prices and Details" pages. Extra services can be requested when booking, but we cannot guarantee fulfilment of last-minute requests. We will do our utmost to ensure that the people engaged to perform these services fulfil their duties in a professional manner, but we are not liable for any inadequacies. You will be sent a list of the costs of the extra services you request together with the Booking Form.

### Number of people

The number of people staying at the property must not exceed the number of beds indicated on the website. Any exception is stated in "Prices and Details". Substitution of people during the letting period is strictly not permitted unless previously agreed upon with "**Sea and Country Villas**".

### Arrival

Guests are expected to arrive at the property between 4 and 8 pm unless another time has been agreed upon in their correspondence with "**Sea and Country Villas**". If an unforeseen delay should occur, every effort should be made to contact the owner at the telephone number provided on the Accommodation Voucher.

### Departure

Guests are expected to vacate the property at 10 am on the last day of the rental period. Just before your departure the owner will visit the villa to inspect the property and present the final bill for extra services. Should departure before 10 am be necessary, guests are requested to notify the owner at the beginning of the rental period in order to arrange an alternative time for his/her visit.

### Group conduct

The property will be clean and well-maintained when you arrive, and you and your party are expected to keep it as such throughout the rental period. It is your responsibility to leave the property with all its furniture and effects in their rightful places, and you must undertake to inform the owner or "**Sea and Country Villas**" of any damage to the accommodation or its contents and pay for any damage or missing items or for any extra cleaning necessitated by the property being left in a dirty condition.

If the property has not been left in an acceptable state, the owner has the right to claim an additional charge, amounting to up to **€ 15.00** per person for the extra cleaning and tidying required. The owner reserves the right to have free access to the property for essential maintenance purposes in the garden, swimming pool etc, during your stay. These are private houses. Please respect the trust the owners have placed in you: look after the property while you are there as you would your own home and please do not remove books or any other personal belongings.



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### Complaints

If a problem occurs at the property, it is the guests' responsibility to notify the owner promptly, so that he/she may take any action required. If the problem is not or cannot be solved satisfactorily within a reasonable time-frame, the guests should contact **"Sea and Country Villas"** by telephone and make sure they can be reached while the problem is being dealt with. Guests are required to give **"Sea and Country Villas"** enough time to solve the problem.

Should problems arise with the delivery of water, gas, electricity or telephone services, the owners of the property will do their utmost to remedy the situation, but we accept no responsibility for non-delivery owing to circumstances beyond our control.

Vacating the property without speaking directly to **"Sea And Country Villas"** will annul the guest's right to query charges or to claim compensation for or the refund of any costs or rental charges. **"Sea and Country Villas"** will not address or seek to remedy any issue, problem or complaint raised after the rental period has elapsed and any refunds offered will not exceed the amount of the total letting price. **Any refund is due at the end of the holiday.**

### Cancellation or alteration by you

Any cancellation must be made in writing. In the unfortunate event of you needing to cancel all or part of your holiday we will be obliged to make the following charges:

- a) **Deposit only** – if cancellation is received more than 8 weeks before letting, or
- b) **Total rent** - if cancellation is received less than 8 weeks before letting.

### Cancellation by us

We accept no liability for cancellations resulting from "force majeure", that is to say events which could not have been avoided even with all due care (natural disasters, acts of war, acts of terrorism, etc.). We reserve the right to cancel your booking if full payment has not been received 8 weeks prior to the start of your holiday and we will also be entitled to retain your deposit. If we find it necessary to cancel your first choice of booking, we will provide a suitable alternative.

If this alternative does not prove acceptable to you, we will refund your deposit and any other sum that you have paid to **"Sea and Country Villas"**.

### Acceptance of Booking Conditions

Submission to us of your completed Booking Form, and therefore the booking itself, implies knowledge of and familiarity with these Booking Conditions and confirms that all the people named on the Booking Form accept them without reservation or exception. We accept no responsibility for any unauthorized actions or omissions on the part of the property owner. This contract is governed by Italian Law and the **FORO DI LA SPEZIA** will be competent in the case of controversy.

### Important information for all clients:

As many of the properties that **"Sea and Country Villas"** offer are private houses and not official tourist accommodation, such as hotels, residences etc, they cannot be classified according to internationally recognised standards or categories. But rather they reflect, in their architecture and furnishings, not only local customs, but also the personal taste of their owners.



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**“Sea and Country Villas”** is pleased to be able to offer you this type of holiday, a chance truly to immerse yourself in the culture of the local population, living for a few weeks the same lifestyle in the same surroundings as a local inhabitant. In order to enjoy this experience in the right spirit, it is important that the client accepts and is willing to appreciate the differences between the property proposed by **“Sea and Country Villas”** and the one he/she is normally accustomed to living in.

**“Sea and Country Villas”** has chosen its properties with great care, accepting nothing below a certain minimum standard of quality, based on which we believe any person can find satisfaction. **“Sea and Country Villas”** cannot, however, exclude the possibility that differences in expectations may sometimes result in minor inconveniences, owing to the particular nature of the architecture and the cultural traditions of the area. Consequently, such differences cannot be accepted or addressed by us as complaints. Once you have checked into the property, no refund will be made for early checkouts. Any refund is due at the end of the holiday.