

## **BASIC INFORMATION SHEET**

### **GENERAL TERMS AND CONDITIONS**

- Pets are allowed **ONLY** after prior authorization by HelloApulia
- A security deposit will be required **ONLY BY CASH** or **CREDIT CARD** (cheque or travelers cheques are NOT accepted). The deposit will be used to cover breakage, loss and damage. (Minor mishaps of broken glass/crockery will not incur a charge but should be replaced accordingly.)
- The deposit will be refunded only after owners or our agents have checked the property and the keys have been returned. If damage or loss exceeds the deposit we reserve the right to recover the excess and may exercise our legal options as per our agreement.
- Any **unauthorized** occupancy by more people than the number listed on the reservation form will be subject to the loss of the security deposit and the immediate termination of the rental agreement.
- For turnover purposes arrivals must be after 4.00pm and departures before 10.00am. Alternative arrival and departure times are honored strictly through prior arrangement. Please note arrivals later than 8pm are subject to a **Late check-in fee**. Early occupation or late departure without consent is subject to an equivalent of one day's rental. This shall be deducted from the security deposit.
- In the event of a problem the client **should notify the owner/agent immediately** to allow for ample time and within reason for the problem to be resolved.
- The property owners and HelloApulia do not accept responsibility for any damaged, misplaced, lost and/or stolen property.
- We do not take responsibility for acts/omissions over which we have no control. These include car hire companies, airlines, airport transfers, and excursions.
- All information regarding the property is considered to be an accurate description. We do not accept any liability for any information that changes due to circumstances beyond our control.
- The balance of rental price have to be paid **ONLY BY CASH** at the moment of your check-in **if is not yet prepaid**.
- Payment in any other currency the EUR will be subject to a Eur 20 as handling charge. Travellers cheque are subject to an handling fee of Eur 10 per cheque.
- No responsibility can be taken for any equipment failure in the home no matter how it occurred.

### **CLEANING**

- **The property is to be left in a clean and tidy state**, with floors swept and dishes washed and put away.
- All rubbish must be emptied and removed from the property before your check-out. There should be a rubbish bin in town or somewhere near the property. **A rubbish removal fee will be charged** to you or deducted from your security deposit.
- Linen and towels are to be left in the beds & dishes must be done and put away clean.
- The cleaning fee that is charged to you is the cost of having the house hygienically cleaned after your stay. We would appreciate it if you could **ensure the house is left in an acceptable clean condition**.

### **CHILDREN**

- **Children must be supervised at all times**. Under the Italian laws children are always under their parents full responsibility and parents have to supervise their children **AT ALL TIMES** at the duration of their stay.

### **CANCELLATION FEES**

The client may cancel this contract at any time before or on the date of the signature. Any cancellation of a booking by the client **must be done in writing**. Should he/she later cancel the booking or the booking is cancelled by us due to non-payment, cancellation charges will become payable as follows:

You are given 48 hours after booking to cancel your reservation and receive the full amount debited.

- Up to 61 days prior to arrival ⇒ EUR 100 forfeit fee
- From 60 to 31 days prior to arrival ⇒ 25% of the full contract price
- 30 days and less prior to arrival ⇒ 100% of the full contract price

Subject to proof of extenuating circumstances, consideration will be given to a lower cancellation charge.

We strongly encourage client to buy travel insurance at the time of booking to compensate him in the event he must cancel and forfeit funds.

**I HAVE READ AND UNDERSTOOD THE ABOVE TERMS AND CONDITIONS OF THIS BOOKING FORM, WHICH IS PART OF THE OFFICIAL RENTAL AGREEMENT, BY SIGNING BELOW MY PARTY AND I AGREE TO ABIDE BY THEM FULLY**

Signature:.....

Date:...../...../.....

Print Name.....