

## Booking and Rental Conditions

### Booking information

After having booked you will get a confirmation with the rental contract by email. If, without prior notice to us and without our consent, more persons arrive than originally provided for in the rental contract, the manager may refuse you access to the Villa. Under no circumstances is it permitted to accommodate other persons who are not provided for in the rental contract.

### Payment

With your booking confirmation you will receive a rental contract. Please sign and return it within 7 days. A deposit of 50% of the rental price is due upon receipt of the booking confirmation/contract. The deposit must be paid to our bank account within 1 week after receiving the confirmation. The balance is due 8 weeks prior to your arrival.

### Cancellation

The cancellation of an already confirmed reservation must be communicated in writing. For cancellations up to 12 weeks before arrival the full deposit will be returned. For cancellations within the 12 weeks the deposit will be retained. After payment of the full amount and for cancellations less than 8 weeks before arrival the full amount will be retained.

### Security Deposit

A deposit in the amount of EUR 1'000 is to be handed over to the manager in cash on arrival. The deposit is used to pay for any damage caused by careless use by the tenant. Minor damage and normal wear and tear do not count towards this. The security deposit will be returned at the end of your stay after checking the inventory and after deduction of any damage caused.

### Tourist Tax

There is no tourist tax in the municipality of Fubine Monferrato.

## Responsible Party / rental contract

On the rental contract there is one principal tenant (responsible party) identified who needs to be older than 30 years. This person needs to be present during the whole rental period and is also personally accountable that all guests adhere to the house rules of CostaRossa.

## Arrival / rental duration

Your arrival time at the Villa should be between 4pm and 8pm. Should you not be able to keep this timing for unforeseeable reasons, it is essential that you inform the manager, in special cases an arrival time of no later than 10pm can then be agreed on. Upon arrival an identification document must be presented, and the security deposit must be paid. The manager may refuse entry to the Villa if the security deposit is not paid.

Any changes to the arrival and departure times must be agreed in advance with the manager and is subject to the acceptance of the latter. There is no refund if the departure is anticipated, or the arrival is postponed.

## Registration

In Italy there is an obligation to register. For this purpose, we will send you a form before your arrival. At the latest on arrival, the data of all persons with a valid identification document must be recorded.

## Cleaning and external maintenance

The Villa is cleaned and functional upon renting. Final cleaning is included in the price. The Villa must be left in good hygienic condition, especially the kitchen and the bathrooms. The tenant must dispose of the rubbish himself (see house rules).

## Defects and complaints

Upon arrival, the state of the property, the inventory, the functioning of the appliances must be checked, and any complaints must be made within 24 hours. Defects in the rented accommodation must be reported immediately when they occur or are discovered. Your first contact person is always the manager. If you have any complaints about the initial cleaning of the property, please inform the manager so that remedial action can be taken immediately. No complaints can be accepted after the end of the rental period.

Tenuta CostaRossa is in a rural area. Therefore, the presence of insects, ants, etc., which are typical in southern countries is not valid as a reason for complaint.

## Departure

Check out time on the day of departure is 10am at the latest. Should you wish to leave earlier in the morning or during the night or the evening before, it is essential that you inform the manager in advance.

The manager or his representative has free access to the property to carry out any outside necessary maintenance operations (garden, swimming pool, etc.). If maintenance operations need to be conducted inside of the Villa, the manager will agree this first with the responsible of the renting party.

## Insurance

We encourage all renters to purchase traveler insurance in case of unforeseen circumstances, accidents or other issues that may prohibit them from travelling or fulfilling the rental terms

## Liability

We do not accept any liability for accidents happening inside or the outside of the premises including the agricultural and wine production area where the access is in any case prohibited to guests.

## Jurisdiction

For any dispute or controversy, only the Alessandria (AT) Judicial Authority is competent.