



GENERAL TERMS AND CONDITIONS

TENANCY

Reservations through MEDITERRANEAN VILLA RENTALS, INC are made directly with the Customer in the name and on behalf of the property owner or a legal representative, according to the rates established in the price list indicated on the website.

HOW TO BOOK

The Customer must confirm the booking using the online booking form .

PAYMENT METHOD

The following forms of payment are accepted:

- bank transfer;
- credit card using secure payment system Paypal.

In case of bank transfer, the property name and booking period must be clearly specified.

PAYMENT & RENTAL VOUCHER

A deposit of 30% is due in order to confirm the booking. The balance is due no later than 45 days before arrival. However, if the balance is not paid within this time limit, MEDITERRANEAN VILLA RENTALS, INC reserves the right to cancel the booking and hold the deposit according to the cancellation policy. Full payment is required for bookings confirmed within 45 days prior arrival. Upon receipt of the balance, the Customer will receive the voucher which also contains the driving directions. The voucher is personal and valid only for those people named on the booking form.

CANCELLATION POLICY

Any cancellation must be communicated in writing by email or fax and the following penalties will be applied:

- 30% of the total rental price – from the booking date to 45 days before arrival.
- 50% of the total rental price – from 44 to 30 days before arrival.
- 75% of the total rental price – from 29 to 15 days before arrival.
- 100% of the total rental price –14 days before the arrival.

The rental price does not include cancellation insurance. If for an event of force majeure (natural disasters, earthquakes, fires, etc.) or for reasons beyond our own control, MEDITERRANEAN VILLA RENTALS, INC is forced to cancel a booking, a similar property will be offered to the Customer. If the rate of the alternative accommodation is lower than the price paid by the Customer, MEDITERRANEAN VILLA RENTALS, INC will refund the difference. If the rate of the alternative accommodation is higher than the rate paid by the Customer, no extra costs will be required. If the Customer wants to cancel the booking, MEDITERRANEAN VILLA RENTALS, INC will refund the whole amount and no further compensation can be asked by the Customer.

CHECK IN & CHECK OUT

Check-in & check-out times:

- check-in from 3 pm to 10 pm;
- check-out from 8 am to 10 am.

The Customer must communicate the arrival time at least 7 days before arrival. A fee of euro 25,00 will be charged for check-in after 10 pm. The latest check-in time is before midnight. In case of delay, the Customer is required to inform the owner by phone number indicated on the voucher. Upon arrival, the Guest must show the Owner or his/her representative the rental voucher and passport or ID card to enable them to proceed with the necessary registrations.

SECURITY DEPOSIT & EXTRA COSTS

Upon arrival, as specified in the booking form, the Guest is required to pay a refundable security deposit in cash and in euro. This will be returned upon departure, after deducting any damage caused to the property. The owner or his/her representative have the right to refuse access to the property if the deposit is not paid. In this case the Guest will not be entitled to any reimbursement or compensation. Security deposit will be

refunded at the end of the holiday if no damages are occurred. In case of early departure (not communicated to the Owner or his/her representative), the Owner or MVR reserve the right to hold the deposit and refund it by bank transfer after inspecting the house. Guests are liable for property order for all the period of their stay and have the duty to act with respect towards other guests and neighbors and MEDITERRANEAN VILLA RENTALS, INC reserves the right to ask the Guest to leave the property without any refund in case of bad and undisciplined conduct targeted to disturb the peace.

NUMBER OF PEOPLE

Only the people indicated at the time of booking will be authorized to stay at the reserved property. The number of people (adults and children) staying at the property must not exceed the number of sleeping accommodation indicated in the property description, except in the case of infants (less than 2 years) for whom the Guest brings a travel cot or requires this service at the time of booking. MEDITERRANEAN VILLA RENTALS, INC will refuse entrance to the property if the number of persons exceeds the number mentioned on the voucher.

PETS

Pets (if allowed) are subject to approval at the time of booking. The Guest is obliged to communicate their presence specifying the breed and size. In any case, the Guest is required to supervise their pets during their stay and take full responsibility for any damages that can, by themselves, be caused to things and /or people. Unless otherwise noted in the description, there isn't any additional charge for pets.

FINAL CLEANING

Unless otherwise specified, the final cleaning is included in the rental price.

INCLUDED IN THE VILLA RENTAL PRICE

Water, gas and electricity, unless otherwise specified, are included in the rental price. If not included, they will be paid on site to the owner or his representative upon departure.

BED/BATHROOM LINEN

Bed and bathroom linen, towels, dishcloths are included in the rental price with weekly change, unless otherwise specified. If you book a villa with pool, pool towels are provided but at a cost.

EXTERNAL MAINTENANCE

MEDITERRANEAN VILLA RENTALS, INC or his representative have free access to the property for essential maintenance purposes (garden, swimming pool, etc.)

COMPLAINTS

Any complaints should be reported immediately on arrival day or within 24 hours. The Guest undertakes to give MEDITERRANEAN VILLA RENTALS, INC or its representative the necessary and appropriate time to verify and fix any problems. Any complaints after the end of the stay will not be recognized by MEDITERRANEAN VILLA RENTALS, INC and therefore we will not be obliged to give any compensation.

DUTIES

MEDITERRANEAN VILLA RENTALS, INC makes warranty regarding the accuracy of the information contained on such websites about published properties. MVR is exempted from liability for any loss, theft, damage and injuries to persons or property caused by the Guest and from the rest of the tenants. The Guest is also responsible for any direct or indirect damages to himself and / or others and to the property. The MEDITERRANEAN VILLA RENTALS, INC will not be liable for any damage arising from the use of the pool and is required a special attention to children. The pool, if any, will be available from 01 May to 31 October.

LIABILITY

In the event of controversy arising from the booking and the letting, the provisions of Italian Civil Law can deal with the matter and only Italian law applies.