

VILLA LA RUGA

TERMS AND CONDITIONS

DEPOSIT: a deposit of 20% of the total amount is required to secure booking. This applies to all booking. The booking is secured once we successfully charge the deposit funds by wired bank transfer or PayPal. The remaining 80% of the outstanding balance will be due exactly 4 weeks prior to the arrival. For bookings within less than 4 weeks prior to the arrival date, full payment is required at the time of the booking.

FINAL PAYMENT: the full balance of the total accommodation cost will be payable not later than 4 weeks prior to the date of arrival

METHODS OF PAYMENT:

Wire Transfer

Bank details for wire transfer:

Please Note: Sender is responsible for all (send & receive) bank charges incurred.

Account Name: Maria Antonietta (owner of the property)

Bank Name: BNL, headquarters of Como

Address: Piazza Cavour, 22100, Como, Italy

IBAN No: IT18G0100510900000000031258

SWIFT/BIC No: BNLIITRR

Paypal

Paypal account: francescorimoldi@libero.it

CANCELLATION: if the Guest has to cancel the accommodation for any reason, immediate notification to Villa la Ruga is required. The cancellation is effective from the date we receive the e-mail/written notification. The cancellation will be acknowledged by Villa la Ruga by e-mail or in writing. We will endeavour to re-book the entire holiday period.

CANCELLATION POLICIES: for a full refund, cancellation must be made 4 weeks prior to the check in time. After 4 weeks 80% refund of full accommodation cost. If the guest arrives and decides to leave early, the nights not spent are not refundable. Sometimes extenuating circumstances arise that affect travel plans. In extreme cases, we may override the host's cancellation policy and make refund decisions. Such cases will be contingent on proper documentation, where valid, and include: death in the guest's family, serious illness of the guest or a guest's family member, natural disaster in the destination country, political unrest in the destination country, jury duty or other similar civil obligations.

ELECTRICITY/GAS/WATER: are included in the booking.

RESPONSIBILITIES OF THE GUEST: the Guest undertakes to keep the accommodation and all furniture and fittings in the same state of repair and condition as at the start of the holiday and leave the accommodation clean and tidy. The number of person using the accommodation at any time must not exceed the number of 8 people.

DAMAGES TO ACCOMMODATION: we reserve the right to request a deposit charge to cover costs for rectifying any damages caused by deliberate, negligent or reckless act of the Guests to the property or structure. Should this damage come to light after the holiday Guest has departed, we reserve the right to send an invoice for the amount to the registered address. We make every effort to rectify any damage internally prior to contracting specialists to make the repairs and therefore will make every effort to keep any costs incurring to the holiday Guest at minimum

DAMAGE WAIVER: at the time of booking, each Holiday Guest is given the opportunity to opt-in for a "Warranty Damage Waiver". The price of this waiver is specified on the booking form. Taking up this damage waiver option will remove any liability of the Holiday Guest (except in the case of deliberate or reckless acts) for damage caused to the property or its contents, up to the value of Euro 1.000,00. Above of Euro 1.000,00 claim will be made to recoup the extra charges incurred to repair any damage.

CLEANING FEE: the final accommodation cleaning fee includes bed linen and towels provided by Villa la Ruga. If staying for two weeks or more, we will provide the Holiday Guest with clean bed linen and towels on a week basis, unless otherwise agreed.

ACCESS AND DEPARTURE: the accommodation will be available from 16.00 onwards on the agreed arrival date. Departure time is by 10.00, in order to be able to prepare and maintain the accommodation to a high standard for the next Holiday Guest.