



Italian Villa Vacations

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BOOKING TERMS AND AGREEMENTS

Bookings

A booking made by telephone, fax or e-mail must be confirmed within five (5) days by faxing a signed booking form to Italian Villa Vacations at + 61 3 9830 1754. Availability of the chosen property will be confirmed to the client as soon as possible, usually with an option for five days, but we will make no firm bookings with the property owner until the completed, signed Booking Form has been received and we have confirmation that the appropriate deposit and booking fee of 35 Euros has been forwarded to us.

Deposit: Upon confirmation of the reservation, a deposit of 50% is payable unless the booking is made less than 9 weeks prior to start of rental. In that case full payment is due at the moment of booking.

Booking Fee

A booking fee of 35 Euros applies to all bookings and is to be paid with the deposit.

Payments

All bookings are priced in Euro. We will invoice you in A\$ immediately prior to your account being due for payment (deposit or final payment) – the exchange rate will be based on the published CBA selling rate. If there is a delay between the invoice being issued and you making payment there is potential for the exchange rate to fluctuate; if the fluctuation moves adversely resulting in the A\$ tendered being insufficient to cover the Euro cost, we will require that an additional payment be made immediately. If the exchange rate moves the other way – in your favour – we will issue you with a credit: in the case of a deposit this will be offset against your final payment, in the case of a final payment we will issue you a refund.

Final Payments

The balance of the total cost is due no later than eight weeks prior to the commencement of rental. If not received by this time the booking will be cancelled and the deposit forfeited. For bookings made less than nine (9) weeks prior to the commencement of rental, payment must be made in full at the time of booking. Payments may be made by personal or cashier's check (Bank check) payable to Italian Villa Vacations, or by wire transfer or by direct deposit. Clients also have the option of paying by credit card (Visa or MasterCard) at the listed price in Australian dollars with a merchant fee of 2.2%.

Note: If paying by personal cheque, please allow time for the check to clear prior to the 8 week cut-off.

Deposits and all final balances paid to Italian Villa Vacations will be calculated and charged according to the CBA selling rate of Euros on the day OF payment.

Prices

All prices are published in Euros. Prices vary from time to time: for a firm price quote please contact us. All price quotes are valid only for 45 days from date of issue and may be subject to variation.

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Changes and Refunds

Should the reserved property become unavailable at any time prior to commencement of the rental period, for reasons beyond our control, and if comparable alternative accommodation is not available, the liability of Italian Villa Vacations will cease upon return to the client of all monies paid by the client. If alternative comparable accommodation is found prior to commencement of the rental period but is not accepted by the client, the deposit will be refunded and any responsibility or liability on the part of Italian Villa Vacations will cease.

Alterations or Cancellation by Us

It is very unlikely that we will have to make changes to confirmed arrangements prior your departure. However, if for any reason beyond our control, prior to your departure and prior to final payment being made - we are unable to provide you with the property booked; we reserve the right to transfer you to a similar and comparable property. If this is not possible, or you do not wish to be transferred, we will cancel the booking and refund the deposit.

Alterations or Cancellation by the Client

If for any reason of your own and for no fault of Italian Villa Vacations or our agents the fully paid booked accommodation is rejected or ignored by the client after arrival at the property, there will be no refund.

Italian Villa Vacations assumes no responsibility or liability for any claims, damage, expenses or other financial loss, whether to person or property, arising from injury, accident, death, delay, alteration or inconvenience, by whatever cause, including airline scheduling, strike, terrorism, war, hostility, civil disturbance, quarantine, natural disasters, or anything resulting directly or indirectly from acts of God.

Security Deposit, Cleaning Fee, Extras, Heating Charges

A refundable security deposit is required at all properties. Often a final cleaning fee is also payable. These monies are to be paid upon arrival in cash in Euro (or sometimes in US dollars or travelers checks, as indicated in the voucher). Utilities are sometimes an extra cost and are paid on the spot. Heating costs when applicable are paid on the spot. In most cases heating is metered and payment is based upon consumption. Extras for all properties are indicated in the price list and on our two websites.

Personal and Cancellation Insurance

We strongly recommend that all our clients be covered by a Personal & Trip Cancellation Insurance which includes a high degree of personal and public liability. Please inquire with your travel agent.

Cancellations

Cancellation fees will apply as follows:

- If you cancel the booking after the reservation date but up to 150 days prior to the booking date (scheduled date of arrival) we will retain 10% of the total booking cost and refund to you the balance of the deposit paid. Note: If the Euro has devalued against the A\$ between the time you make your deposit and the time of cancellation, the retained part of the deposit in will be based on 10% of the original booking cost in Euro.
- If you cancel the booking from 149 days up to 56 days prior to the booking date (scheduled date of arrival) we will retain 100% of the deposit (50% of the total booking cost).
- If you cancel after the final payment has been made – 56 days prior to the booking date (scheduled date of arrival) no refund will be given.

Note: If several properties are booked together, the "booking date" for all properties will be the earliest scheduled date of arrival at the first property to be occupied.

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Extra Services & Supplies in the House

Rental does not include food and other provisions. Normally there are no toiletries, toilet paper or detergents provided. We suggest that you shop for your groceries etc. on the afternoon of your arrival. At some properties basic groceries can be purchased prior to your arrival. Shops are usually closed on Sunday in Italy. Maid, cook and baby-sitting services are usually available upon request at nominal rates.

Size and Maximum Occupancy

The number of persons to be accommodated in each house is clearly indicated on the property description. These numbers are to be respected. *Babies and all children count as persons unless the baby sleeps in a crib or cot.* Italian Villa Vacations and/or the owners/managers of the property reserve the right to evict any people in excess of the specified numbers.

Travel Arrangements

You will receive instructions on how to reach the selected property, checkin details and all useful telephone numbers when payment has been made in full.

Arrival and Departure

The minimum length of stay at all houses is seven (7) days. Shorter stays are possible at some properties where indicated. Changeover days are Saturday unless otherwise indicated. Generally speaking arrival time is between 4:00pm and 7:00pm and departure by 10:00am on the last day. This allows time for cleaning, preparation and checking of the property. Unless special arrangements are made, you should not arrive outside the above times.

Minimum Standards & Equipment

Kitchens are generally equipped with gas or electric cooking range, oven (not always), refrigerator, sink with hot and cold water, adequate cooking utensils, crockery, cutlery, glasses and other household equipment suitable for the maximum number of persons stated to occupy the house.

Linen: All bedroom, bathroom and kitchen linen is provided in sufficient quantities. Bathroom/shower rooms have hot and cold running water, modern flushing WC. Mains electricity is normally 220/240 volts.

Beds: the actual sleeping accommodation is stated in each individual house description but we cannot be held responsible for last-minute changes made by owners of which we have not been informed. Extra beds, cots/cribs, etc. are only available if previously arranged. Beds and mattresses vary in style and comfort and it must be appreciated that they may not match ones own preference. Furnishings: For additional information regarding the general standard of furnishing of a particular property, please do not hesitate to contact us and we will be happy to provide more details.

Cleaning

The property must be left clean by you at the end of the rental period. You must wash and put away all kitchen utensils before your departure. Excessive cleaning upon departure (including but not limited to cleaning of upholstery, shampooing of the rugs, breakage, soiling or damage to the interior or exterior caused by the tenant) may be subject to further charges than those given on the page.

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Complaints or Criticisms

We have no wish to have dissatisfied customers. In the unlikely event that you have complaints or criticisms concerning your reserved accommodation, they should be reported to us immediately. We have visited the properties and the descriptions contained herein are accurate and in good faith. We decline all responsibility for any modifications made by owners without our knowledge or without advising us of such modifications. *We cannot be held responsible for breakdown in the supplies of gas, water or electricity, nor of swimming pool filtration systems.* However, we or the owners or the owner's representative will make every effort to solve problems of this nature immediately if notified.

In the unlikely event that you are unhappy with your accommodations in Europe or lack some essential item, please contact the owner/key holder right away. Don't suffer in silence! We want you to be comfortable and enjoy your stay. If the matter cannot be improved to your satisfaction, please phone Italian Villa Vacations, to enlist our help. We will try to help you at the time, but very little can be done after you return home. You will not receive a refund if you do not first contact the representative to try to resolve the problem before vacating the property. If you are missing some small item that will greatly enhance your (and other future guests') stay, please purchase it, and leave it there, save your receipt and **Italian Villa Vacations will be happy to reimburse you up to \$50**

General Information

Standards and Quality. We believe the quality of our houses is considerably above the average and that they represent good value for money. We have visited and personally inspected all properties illustrated and the description reflects the real quality of each home. Whilst every effort has been made to ensure that descriptions of properties are accurate, neither these nor any oral representation made to the client by Italian Villa Vacations will create liability on the part of Italian Villa Vacations.

What Rental Includes

The property description lists prices, what is included and which costs are extra, to be paid on the spot. All linens are included and are changed weekly. Heating during winter months will normally be an extra charge at most properties and is based on consumption. Firewood is sometimes an extra charge. Telephone is an extra charge, metered.

Amenities

The use of the accommodation and amenities, where offered, such as swimming pools, bicycles, etc. is entirely at the users risk and no responsibility can be accepted for injury to a user or visitor and loss damage to the users or visitors belongings.

RESPONSIBILITY

By signing and returning this form, you and all members of your party acknowledge full awareness of these Booking Conditions and agree to accept and abide by the terms stated.

We act as booking agents on behalf of named owners of the properties featured on our website, and as such your rental contract is with the relevant owner.

We do not have any obligation to compensate you for any personal injury, death, loss or damage of whatever nature suffered by you (or by any member of your party) save to the extent caused by our own negligence.

Sign _____

Date _____

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