

# TERMS AND CONDITIONS



VILLA GELSI  
LE MARCHE ITALY

## 1. Reservation and Payment

To confirm a reservation you must complete the booking form which we will e-mail to you. Once returned, and on receipt (within seven days) of a deposit of 30% of the total price (either as a cheque or BACS bank transfer) your reservation will be secured. The balance (together with your security deposit – see 8. below) must then be paid a minimum of ten weeks (70 days) in advance of your arrival at Villa Gelsi. For late reservations (less than ten weeks before arrival) the full balance must be paid immediately.

## 2. Pricing policy

Our prices are from Friday to Friday (except by special arrangement) and include the cost of electricity, gas and water. Bed linen and towels (including towels for pool use – when appropriate), are charged on a per person basis, and cleaning/preparation is charged on a per reservation basis. Central heating is not included. If required, (depending on the time of year, and the prevailing conditions) central heating can be provided for an extra charge. Please ask for more details when making your reservation.

## 3. Cancellation

Cancellations must be made in writing from the person who submitted the completed booking form.

Cancellation charges are as follows:

- Deposit: non-refundable
- 50% of the rental price if the cancellation is made more than 6 weeks before arrival
- 75% of the rental price if the cancellation is made between 4 and 6 weeks before arrival
- 100% of the rental price if the cancellation is made 4 weeks or less before arrival

## 4. Price Guarantee

We guarantee to maintain the price of your holiday as confirmed at the time of reservation. However, we reserve the right to ask for payment in either euros or sterling in the event of significant exchange rate fluctuations. The holiday prices shown on our website are in sterling.

## 5. Arrival / Departure times

Guests are required to vacate the property by 10.00am at the latest on their day of departure. This is to allow adequate time for cleaning and preparation. Arrival can be any time after 3.00pm for incoming guests.

## 6. Care of the property

You are responsible for ensuring that (within reason) Villa Gelsi is left in the same state of cleanliness and repair as on arrival. Any loss or damage to the property or fixtures and fittings caused by you will be deducted from your breakages deposit.

## **7. Loss, damage or injury**

We do not accept liability for any loss or damage to personal possessions, or any personal injury resulting from your stay at Villa Gelsi. A small wall-mounted safe is provided for the convenience of guests, but any valuables are left at your own risk.

Additionally, we accept no liability for events caused as a result of acts of God, Governments, hostilities of war, political unrest, riot, civil strife, industrial dispute, natural or nuclear disaster, fire, theft, epidemics, quarantine, medical or customs regulations, technical or administrative problems with transport, closure of airports, breakdowns with machines and equipment, adverse weather conditions, water shortages or any other circumstances outside of our control and could not have been avoided even with all due care. We are unable to accept any liability for any delay, or transportation to and from your accommodation.

You are strongly advised to ensure that you have adequate travel, accident, medical and personal holiday insurance cover for the period of your stay at Villa Gelsi.

## **8. Breakages and/or damage deposit**

In addition to the reservation charge, we require a deposit of £250 (either as a separate cheque or as an addition to your BACS payment) which should be sent together with your balance payment. At the end of your reservation, and provided a satisfactory report is received from our management agents, either the cheque will be destroyed, or a BACS refund made within fourteen days.

## **9. Exceptional breakage and/or damage**

In the event that any breakage or damage is incurred by you which (in the opinion of independent assessors) exceeds the value of your security deposit, we reserve the right to take all necessary steps to recover from you the full cost of repair or replacement for the breakage and/or damage caused during the period of your stay.

## **10. Swimming pool**

There is unrestricted access to the swimming pool which has water depths ranging from 1 metre to 2.4 metres, so guests (especially those with young children) are strongly advised to remain vigilant at all times when in the pool area. We accept no responsibility for any personal injury, loss or damage which may occur in or around the swimming pool. Drinking glasses, bottles, or any other breakable glass items are strictly forbidden in the pool area.

## **11. Smoking**

Villa Gelsi is a no-smoking property, and all guests are requested to respect this rule. In consideration of all non-smoking guests, smoking should be restricted to outside the house.

## **12. Number of occupants**

The total number of guests staying at Villa Gelsi must not exceed that detailed in the original reservation. We reserve the right to refuse entry or evict the entire party if the number of persons occupying the property exceeds the number stated on the booking form.

## **13. Complaints**

In the unlikely event of any problems during your stay, you must report it immediately either to us, or our local agent. Together, we will attempt to resolve the matter immediately but if you remain dissatisfied you must write to us within 14 days from the end of your holiday. Failure to notify us during the holiday may mean that we will be unable to resolve the dispute after you return home.