

Agriturismo Ca' de' Gatti



GUEST INFORMATION

Terms and conditions for reservations and cancellations of the stay

1. Reservations

For stays longer than 2 nights please send us the completed registration form by e-mail or fax. On confirmation of availability, the customer must make a deposit within two days of 30% of the total amount by bank transfer, money order or an online payment through this Web site (Please indicate which method you wish to use). Only if the customer has sent a proof of payment by fax the reservation is final. For short stays, one or two nights, it is not necessary to have a down payment as long as the reservation form completed is received and confirmed by us. We recommend you always contact the owner for a quotation. We also offer you the possibility to rent the complete property one or more weeks

3. Arrival and departures

On the first day of your stay you can arrive between 15:00 and 20:00. We do ask you to let us know in advance at what time you expect to arrive. On the day of departure you need to leave the rooms before 10:00. Only after consulting the owners (and our approval) you can change this time

4. At arrival

No later than 15 days before arrival, the outstanding balance of the booking needs to be transferred. The customer will receive a receipt. After your arrival you are requested to hand over a valid photo ID and, if not already done, to hand over a deposit of 100 euro. This deposit will be returned on the day of departure, after deduction of any damages.

5. Number of persons and pets

The number of people using the accommodation(s) shall not exceed the number that is specified at the time of booking. Extra persons are allowed only

after consultation with and approval by the administrators. The same goes for your four-legged friends.

6. Cleaning

Your accommodation is clean and tidy with bed linen and towels. The rooms are cleaned once a week and the towels will be replaced also once a week. Extra cleaning is possible after consultation with the administrators. Please leave the kitchenware and kitchenette clean, the final cleaning of the rooms is included in the price.

7. Cancellation

For cancellations up to 31 days before date of arrival, no fee will be charged. At less than 31 days we charge 25% of the total amount, less than 21 days 50% and at less than 11 days 75%. Fewer than 5 days or in the event of a no show we charge 100% of the total amount.

8. Booking confirmation

To avoid disappointment, please note that a reservation is only valid after payment of the full amount and a confirmation of Ca'de'Gatti. Just the possession of a booking form does not give you any rights with respect to the booking.

9. Force majeure

Agriturismo Ca ' de ' Gatti accepts no liability for problems that are outside its influence that lead to delays or cancellations before, during or after your stay (such as strikes, transport problems, disasters etc.).

10. Jurisdiction

For any legal dispute the Court of Faenza is competent. By booking online you state to have read and accepted without reservation or exception the booking conditions of Agriturismo Ca'de'Gatti. If one or more articles of these conditions be declared invalid this shall not affect the validity of the remaining provisions.