



## Regulation

**We ask you to carefully read the following information. Every booking after confirmation is a contract following the Italian law.**

### **1. The Booking**

Within 48 hours of confirming the booking in writing or by telephone you will need to send the deposit and a copy of the receipt by e-mail. The booking will be secured as soon as this is received;

### **2. The Price**

The price includes the use of the accommodation and all utilities. If you require additional services there will be an extra payment. The cost of the city tax will need to be paid on arrival and in full. (See rules on City tax);

### **3. Access to the Accommodation**

The accommodation is available between 17.00 to 21.00 on the date of arrival and must be vacated before 10.00 on the day of departure.

Earlier arrival is not possible due to staff administration. Equally arrival after the specified time for the same reason. Departure time must be respected.

Guests who do not arrive at the accommodation on the anticipated date without informing us should be aware of the following. Fili' d'erba Holiday Homes will be free to keep the deposit and relet the accommodation. Late arrival or early departure will not receive any reimbursement;

### **4. Formalities**

The client in order to take possession of the accommodation must provide documentation and pay any outstanding monies on arrival.

Failure to pay the outstanding monies will result in failure to secure the accommodation.

**IMPORTANT** We do not accept cheques or postal orders. Subleasing by the client is absolutely forbidden

### **5. Disclaimer**

Fili d'erba Holiday Homes takes no responsibility for any loss of property or money belonging to the guests from their accommodation;

## **6. Cancellations**

For any cancellations made by the client 30 days before the arrival date a refund of 20% will be issued. Any cancellation 7 days before the date of arrival will lose the entire deposit. Any cancellation during the 7 days before the arrival date may incur an additional charge for loss of business;

## **7. Acts of God**

Fili d'erba Holiday Homes takes no responsibility for disruptions to services or failures of appliances due to natural causes. We decline any responsibility for injury caused by other guests, the weather, natural disasters, epidemics, illnesses or theft;

## **8. Number of Guests**

No accommodation may be occupied by a number of guests over that agreed to when booking and no more identified by the establishment.

Fili d'erba Holiday Homes can charge an amount between €15 - €50 per person per day;

## **9. Animals**

Animals (only dogs) are only allowed in two of the bungalows and must be small in size (up to 6kg).

This must be requested and agreed at the time of the booking. There is an extra payment of €50 for cleaning. The balance to be paid on arrival;

## **10. Disagreements**

Any disagreements will be dealt with exclusively by the "Foro di Lagonegro". Whatever disagreement that may arise will be translated into the other language on the web site.

The disagreement will be contested in the Italian language only. If there are any issues in front of the judge the Italian version of the web site must be followed;

## **11. Warning**

The above clauses may be modified should changes occur in national or regional law without any prejudice or vindication.

**... FOLLOWS**

## IMPORTANT

Guests may be refused entrance to the accommodation in the following cases:

- Disagreement over the number of occupants;
- Animals not declared;
- Missing documents;
- Missing payments;

If during the stay there is a dispute/fight between one or more persons the owner may ask them to leave immediately. A guest may be removed during the stay , if they behave in a manner that is not polite or civil. If you are asked to leave there will be no reimbursement of monies and there may be charges for any damages incurred.

**Residence Fili d'Erba di Monica De Angelis :: Partita IVA: 13579761001 :: Numero REA: 445090**

The logo for 'Fili d'Erba holiday home' features the brand name in a green, cursive script. Below the name is a decorative green leafy branch. The words 'holiday home' are written in a smaller, green, sans-serif font to the right of the branch. The entire logo is set against a background of a large, faint, light-green watermark of the brand name and leafy branch.

*Fili d'Erba*  
holiday home