

## Conditions of stay at Casa Crisale

### 1) Reservations

The booking must be completed, signed by the Customer in its entirety to be sent by mail to [casacrisale@hotmail.it](mailto:casacrisale@hotmail.it), with the following notice :

name.....  
surname .....

address .....

telephone.....mail.....

numbers of people....numbers of booking rooms.....

period:.....

Reservation is complete when the client receives confirmation by e-mail or fax.

### 2) PAYMENT

Within 2 working days of receipt of reservation full payment should be made to sig.ra Cristina Grisolia and complete cost of the stay should be transferred by swift on the account that will be communicated, with the following stipulations:

- a) 30% of the total, by way of deposit;
- b) 70% of the balance is to be paid 30 days before the date of arrival;
- c) If reservation is made during the 30 days prior to the date of arrival the client must pay the full amount of the stay.

**Failure to follow the terms of payment and deadlines outlined in A), B), and C), in the following article, result in the termination of the contract.**

The rates for the year 2010 are the following:

1 room with 2/3 beds (yellow or blue) with private bathroom, little cooking corner  
75 € for june, july , september;  
90€ fm 1 august till 31 august

- SPECIAL FAMILY FORM:

at 1 floor of the home 2 bed rooms with 4/6 beds with everything included like described in the above a) point the fare is :

120 € for june, july ,september  
150€ fm 1 august till 31 august

WEEK END FORM (3 nights) – valid only in july and september for the yellow and blue rooms and fm friday till Monday  
€ 60 for night for one room.

The rate includes: cleaning in/out, linen and electricity/water .

The rate not includes:

The meals, not possible neither asking

3) CANCELLATION BY CUSTOMER AND ASSOCIATED FEES IN THE EVENT OF CANCELLATION OF RESERVATION.

To cancel the reservation the client should send notification by mail before and not after the date of the stay.

If the client cancels the reservation during the 10 days before the scheduled date of stay, only for the months of July and August, the deposit (30% of total cost) will be retained.

#### 4) Minimum stay - ARRIVALS AND DEPARTURES

The stay is planned for a minimum period of 7 days, unless otherwise agreed. Arrivals and departures are carried out on Saturday

On request and subject to availability, clients may arrive and depart on weekdays.

Clients must arrive between the hours 18.00 and 20.00 on the agreed date. All arrivals outside of these hours must be communicated and agreed on in advance. If clients fail to notify Reception, customers will be accommodated the following day.

The apartment must be vacated by 11.00 a.m. on the day fixed for departure.

If Customers leave outside the reception desk's hours, the deposit (see art.8) will be sent to the Customer's address minus the appropriate shipping costs.

#### 5) CUSTOMER OBLIGATIONS

The customer can host a number of people not greater than the number of beds indicated in the type of accommodation chosen. The customer will be assigned a housing unit, he/she becomes guardian of it and must keep it with the diligence of a good family person. The Customer shall respect and ensure respect for all those who have access to the property following the rules of good neighbourliness.

The customer must leave the premises, furniture and furnishings in the same condition as they were received. The apartment must be left free from garbage, the kitchen clean, dishes washed and the fridge empty. If these conditions are not met, there will be a supplementary charge of € 15.

Pets are allowed, but not in shared spaces. If customers plan to bring pets, they must indicate this on the voucher at the time of booking. Clients can consider that their Pets have been accepted only when they receive written permission.

#### 6) SECURITY DEPOSIT

Upon receipt of the keys of the apartment, the customer must pay € 100 as a guarantee of all the obligations of the contract and as a guarantee against any damages, due to improper use, that may occur during the customer's stay. This amount will be returned at the end of the contract, after a through check of the property, furniture, household appliances and all equipment in the rented unit.

#### 7) SUBSTITUTION

A customer may be substituted by another person provided that:

1. the relevant information is sent by fax or mail at least 4 days before the date fixed for the rental regarding the particulars of the new incumbent;
2. the successor meets all the conditions for using the service.
3. the transferor and transferee are jointly responsible for payment of the balance and any supplementary charges incurred for the substitution.

#### 8) COMPLAINTS

Any problems regarding the cleanliness of the unit must be reported to the reception, by the customer, within two hours of receipt of the keys. Any problems regarding the property, furniture, and electrical appliances should be reported within 48 hours of receipt of the keys. Failure to report any problems within the above timeline, means that any eventual defects and deformities that are discovered are assumed known to the client and irrelevant. Any claim reported by the Customer at the end of the rental period will not be considered.

Eventual problems that may arise during the period of stay should be reported immediately by the customer to the reception which will, as soon as possible, consistent with the availability of material and personnel, within 48 hours, deal with the problem by providing a substitution and /or repair of the item in question.

#### 9 FORCE MAJEURE AND DISCLAIMER

Ms Cristina Grisolia is exempt from liability when the client fails to follow all stipulations in the contract or when one third of problem results from unforeseeable .Grisolia is in no way responsible for any thefts in the building.

#### 10) EARLY CHECK-OUT CHECK

In the case that a client leaves before the date set for departure there will be no refund for the remaining days.

#### 11) CONTACTS

For information and bookings : [casacrisale@hotmail.it](mailto:casacrisale@hotmail.it)

Read, approved and signed:

\_\_\_\_\_, on \_\_\_\_\_

The costumer \_\_\_\_\_

According to article. 1342, second paragraph of the Civil Code, the interested parties specifically approve the arrangements mentioned in paragraphs 1), 2), 3), 6) 10).

The costumer \_\_\_\_\_