

CASA CASTAGNA

Booking Terms and Conditions

General

This is a legally binding contract between the property owners, David & Michelle Rowland, and the holidaymaker. The property owner is also referred to as "we" and "us".

The holidaymaker is the person who signs the booking form or, in the case of online booking, the person who makes the online payment. This person is responsible for ensuring all members of the holiday party accept and adhere to these terms and conditions. The holidaymaker is also referred to as "you".

Bookings

You must be over 21 years of age at the time of making your booking. A non-refundable booking deposit of 20% is payable within 48 hours of the provisional booking being taken. The booking is taken on a provisional basis until the deposit has been paid in full and funds cleared through the banking system (where appropriate). The booking then becomes confirmed. We can refuse any booking and we will promptly return any monies you have paid and be under no other liability. As soon as you receive a booking confirmation, you must check it carefully. If there are any errors you must tell us immediately.

The balance of the rental charge is payable not less than 6 weeks prior to the start of the holiday. Failure to pay the deposit or balance in full by the due dates will constitute a cancellation of the holiday by the holidaymaker. Please be sure to note the due dates of these payments as reminders are not routinely issued. We are under no obligation to remind you that payment is due. We will attempt to contact you by email only and accept no liability in the event that the email address listed for you does not deliver a message to you. We automatically cancel bookings with overdue payments, and this happens on the payment deadline date. Once cancelled we may remove any discount value from your booking and require you to pay the full list price to reinstate your holiday.

Bookings made less than 6 weeks prior to the arrival date must be paid in full at the time of booking.

We will place a pre-authorisation charge against your credit/debit card of £250 on the day of arrival. This is a temporary 'hold' on your account and no monies will be taken unless we agree there is a charge to be made for damage to the property or furniture, fittings and effects (inside or outside). We may also charge for additional cleaning costs if the property is not in the same state of general order.

Cancellation by the Holidaymaker

If you need or wish to cancel your booking, you need to confirm your intention to cancel to us via email as soon as possible.

For bookings made after 18 February 2021, cancellations will be treated based on the reason for the cancellation and the length of time between cancellation and your holiday:

National Lockdown

If your booking has to be cancelled because the property is put under Government Restrictions and has to close and the period of closure covers your booking, **you will be refunded in full.**

2. Local Lockdown

In the event that the address given on the booking form is put into Local/Regional Lockdown rendering you unable to travel, and the period of restriction covers the period of your booking **you will be refunded in full.**

3. Cancellation by us

If we have to cancel your booking for any reason including a Force Majeure event, **you will be refunded in full.** You must accept that our liability is limited to the amount of any deposit/rent paid at the time.

4. Cancellation by you and/or any of your intended occupants

This includes – but is not limited to – inability or disinclination to travel and/or stay due to illness (including Covid), a requirement or recommendation to self-isolate or quarantine, Covid Vaccination appointments, a call to jury service, incarceration, change in personal or work circumstances, family emergencies, travel delays, vehicle breakdown, and delays with public transport. These remain at your risk and do not give rise to a right to cancel or to receive a refund. We strongly advise that guests take out travel insurance policy to cover these eventualities. **If you choose not to take out travel insurance then you accept responsibility for any loss that you may incur due to your cancellation.**

We are however happy to amend your booking to alternative dates within the period from booking up to the point at which final payment is made (6 weeks prior to arrival). This is possible provided the property is available and provided you do not cancel your booking. Any difference in the cost of the holiday will need to be added to the total cost of the booking. Please note that if you wish to amend your booking up to 28 days prior to arrival, we are not obligated to do so; however we will consider guests' requests on an individual basis.

Cancellation of the booking by the holidaymaker should be emailed to info@casa-castagna.com by the person making the original booking.

We will endeavour to respond to requests for cancellation within 48 hours. The cancellation will only be accepted and confirmed by email to the person making the original booking.

Cancellation by the Property Owner

We will do our very best not to make any changes to your booking or to cancel it (except due to non-payment by you), however very occasionally confirmed bookings have to be cancelled and we reserve the right to do so.

In these cases we will return all monies received. No compensation or consequential losses shall be paid.

Your Responsibilities

You have a responsibility to look after the property. This means you must keep all furniture, fittings and effects, (inside or outside the property) in the same state of repair and condition as at the start of the holiday. You must leave the property in the same state of general order in which you found it. If you break these conditions we retain the right to make an additional cleaning charge and/or make a claim against you for repair or loss as a result of damage caused.

Please be respectful of bed sheets, swimming and bath towels. Makeup/foundation, face medications/creams, and tanning products will stain and/or bleach linen. Please avoid using regular hand/bath towels with all skin products and consuming food/drink in the bedrooms. We retain the right to charge for any necessary replacements to bed and bath linen

You are expected to show due consideration for other people, including local residents. We reserve the right to ask the holidaymaker and all members of the holiday party to leave the property without any refund if, in our opinion, the behaviour of the holidaymaker and/or his/her party is unacceptable.

Miscellaneous

Whilst every care is taken to provide a true and accurate description of the property, over time, alterations are made and some things do change. The holidaymaker accepts that no refunds are available for such discrepancies.

Please note that although we provide free wifi we can offer no guarantee with regards to the speed or the supply as this will be affected by the location of the property.

We reserve the right to enter the property, at a reasonable time, in the event of an emergency or remedial repair work being required. We will however endeavour to inform you as soon as we are aware of any necessary work.

Number of Guests

The maximum number of people entitled to stay at this property is 4 (no more than 2 children over 10 years of age) and furthermore, only those people named on the booking form are entitled to stay. If it is found that more people than agreed are using the property, this will be considered a breach of contract and the holidaymaker and his/her party will be asked to leave immediately without any refund. Sub-letting or assignation of the let is prohibited.

Pets

Pets are not permitted and if it is found that any pets have been allowed on to the property this will be considered a breach of contract and the holidaymaker and his/her party will be asked to leave immediately without any refund. The security deposit will be retained to cover any damage.

Arrival and Departure Time

Every effort will be made to have the property available from 4pm on the day of arrival. The property must be vacated by 10am on the day of departure. Late departure will result in an additional charge being made, and this will be deducted from your security deposit. Information about access to keys will be provided once full payment has been received. We reserve the right to charge for any lost keys

Liability

We take no responsibility for the personal possessions of the holidaymaker or the holidaymaker's party. Vehicles and possessions are left entirely at the risk of the holidaymaker.

Children must be supervised at all times.

Complaints

Every endeavour is made to ensure your stay with us is memorable for all the right reasons. However, we do recognise that from time to time things do go wrong. In these circumstances, we would ask that you contact us as soon as it becomes apparent, and give us the opportunity to correct the situation. Unless this procedure is followed, no subsequent claim will be entertained.

We will make every endeavour to rectify any identified problems as soon as is reasonably possible.