

RENTAL CONDITIONS

1. In general

When booking a stay in our holiday apartments, it is assumed that the customer has accepted our terms of the agreement, as announced in writing and / or stated on the website.

Only the number of persons who are confirmed, are allowed to stay in the apartments. Any visitors / overnight guests during the stay must be agreed with Villette A Lago S.r.l. in advance. In this connection, it is pointed out that there may be legal requirements that make it impossible to have visitors / overnight guests.

It is the customer's responsibility upon receipt of the confirmation to check that the submitted confirmation is in accordance with the agreed / expected. If there is a deviation, the customer must make a written objection by email to susannebrandi@icloud.com as soon as possible.

2. Conclusion of an agreement

Upon the customer's reservation via the website / email / telephone, they will receive a confirmation stating the period, number of people staying, price and which accommodation is included in the reservation.

In addition, payment deadlines and bank account no. for payment of both deposit and remaining rent are included.

A legally binding agreement between the customer and Villette A Lago S.r.l. is only valid upon receipt this reservation via email.

Until the customer receives a reservation, Villette A Lago S.r.l. is entitled to cancel the customer's booking in whole or in part, e.g. due to price and text errors or if the apartments aren't available. If this happens, the customer will of course be notified by email.

3. Booking

The customer can make a booking via email to Villette A Lago S.r.l. (susannebrandi@icloud.com) or telephone contact. In both cases, the course will be as follows:

- Villette A Lago S.r.l. sends a confirmation by email to the customer that the booking has been received.
- Upon booking, the customer accepts the present rental terms.

4. Price

The price of the rental includes the services mentioned on the website. The price is stated per week per apartment where nothing else is mentioned.

Additional costs at the resort are mandatory final cleaning and mandatory linen and towel rental.

Additional costs are payable at the resort (at the reception).

5. Payment

After the reservation is received, Villette A Lago S.r.l. sends a written confirmation by email. It shows how the payment is made. The payment falls in 2 rates.

More than 8 weeks before arrival

- 1st rate of the payment amounts to 1/3 of the total rental (however min. € 150.00). The amount will appear on the confirmation sent. Payment must be Villette A Lago S.r.l. in hand no later than 3 banking days after the customer has received the confirmation of the rental via email.

- 2nd rate of the payment must be Villette A Lago S.r.l. in hand no later than 8 weeks before the start of the rental period. The specific payment date as well as the amount will appear on the confirmation of the rental.

Less than 8 weeks before arrival

- When booking later than 8 weeks before arrival, the full rental amount must be paid in total no later than 3 banking days after the customer has received the confirmation.

If the deadlines of the payment, stated in the confirmation, are not met, we reserve the right to cancel the booking.

Payment is by bank transfer to:

Villette a lago Srl
c / o lawyer Casarini Daniele
via Andrea stoppani, 6
22017 Mennagio

Banca Popolare din Sondrio
IBAN: IT15 0 05696 52010 000021272X60 (listed without spaces on online banking).
SWIFT: POSOIT22

In case of violation of the payment deadlines, Villette A Lago S.r.l. sends max 2 reminders. If the customer does not respond to this within the deadline specified in the reminders, Villette A Lago S.r.l. is entitled to cancel the agreement without further notice - without refund of any previously paid amounts.

6. Right of cancellation of the booking/reservation

Right of cancellation

- According to the Consumer Protection Regulations, there is no right of withdrawal for renting holiday homes.
- Customers at Villette A Lago S.r.l. however, has a 7-day right of cancellation of the booking, unless the booking is made less than 8 weeks before the date of arrival at the holiday home. The deadline runs from the date of the confirmation sent. A cancellation of the reservation must always be sent in writing to susannebrandi@icloud.com to be valid.
- All amounts paid minus administration fee (€ 100) are returned

The customer's option for cancellation

- More than 8 weeks before arrival: If the holiday home is canceled, the amount paid will be refunded with a deduction of € 100.00 (administration fee).
- Less than 8 weeks before arrival: Amounts paid are non-refundable. Any cancellation of the stay in the last 8 weeks before the start of the rental period does not change the fact that Villette A Lago S.r.l. is entitled to be paid the full amount of the stay. If the holiday home is vacated before the rental expires or is not used from the start of the rental, the customer is not entitled to a refund.

Force majeure

- If Villette A Lago S.r.l. are prevented from fulfilling the agreement due to force majeure (e.g., but not limited to), natural disasters, epidemics, pandemics, border closures, terrorist attacks, strikes, unexpected actions by local authorities, or similar unusual events or circumstances), Villette A Lago S.r.l. is entitled to

cancel the reservation and no claim can be made against Villette A Lago S.r.l. In that case Villette A Lago S.r.l. is also entitled to withhold the amounts already paid by the customer.

Travel insurance

We recommend that the customer investigates whether the customer's household insurance includes a cancellation insurance / travel insurance. If not, it is recommended to get one.

7. The following services are included in the price

- Electricity, gas, water, internet

8. The following services are paid locally (in the reception)

- Final cleaning, linen and towels
- Tourist tax (€1-2 per person over 14 years per Sleepover)
- Deposit for any damage to the property or equipment during the stay, which is returned on departure if there is no damage. Alternatively, the customer is offered to purchase a DamageWaiver.

All other services purchased locally.

9. Changes

Change of rental period in the holiday home notified to Villette A Lago S.r.l. no later than 8 weeks before the start of the rental period, will be charged with an administration fee of € 100 per apartment.

The fee must be paid immediately after the change.

Changes can only be made within the same calendar year, and provided that the holiday homes are available for the desired period.

Changes to the rental period in the holiday home that are announced later than 8 weeks before the start of the rental period are considered cancellations and new bookings.

If Villette A Lago S.r.l. must cancel a booked stay, this must be notified to the customer as soon as possible and the customer must, as far as possible, be offered an alternative holiday home. If the customer cannot accept the alternative holiday home, the customer is entitled to a refund of all amounts paid.

10. Tourist tax

In and around the major tourist cities in Italy, a so-called tourist tax has been introduced. The size of the tax is determined by the individual municipalities and can vary - and also change with short notice. Villette A Lago S.r.l. is therefore not able to send out updated information about the conditions at the individual holiday home. But if a tourist tax is to be paid at the place you have rented, you can expect 1-2 Euro per night per adult up to a maximum of 10 nights. Taxes are paid in cash at the reception in connection with check-in.

Villette A Lago S.r.l. is not allowed to include the tourist tax in our prices.

11. Additional benefits

It is possible to purchase extra services such as extra cleaning for longer stays, extra clean linen / towels for longer stays, weekend bed (up to 2 years) and high chairs for children. If the customer wishes to use some of these services, it must in all cases be ordered by e-mail to susannebrandi@icloud.com well in advance of arrival. Additional services are settled directly at the reception upon arrival.

Villette A Lago S.r.l. informs exclusively about these possible additional services on its website, but is in no way financially involved in it.

12. The customer's duties and responsibilities

Regardless of whether a local deposit is charged, the customer is obliged to treat the rented property carefully and is liable for any damage to the holiday home. Should any damage to the home or furniture occur during the rental, the customer is obliged to immediately inform Villette A Lago S.r.l.

13. Insurance of tenants

In connection with this agreement, Villette A Lago S.r.l.s has not taken out any form of insurance to cover personal injuries that may arise for the tenant and his companions in connection with the stay in the apartments. Nor is there via Villette A Lago S.r.l. insurance coverage for any damage to the tenant's and / or companions' belongings in connection with the stay in the apartments.

14. Pets

Pets are not allowed.

15. Complaints

Villette A Lago S.r.l. wishes for satisfied customers, and do regular check ups that the quality and equipment of the holiday homes are in order.

If during the stay it turns out that there are conditions the customer wishes to complain about, the customer must do this as soon as possible after the customer has noticed the defect. Please contact the reception so that they can take care of the problem as soon as possible. Failure to contact as soon as possible if a defect is found may affect the processing of the claim.

We must point out that Villette A Lago S.r.l. does not assume responsibility as a result of:

- Force majeure - E.g. Natural disasters, epidemics, terrorist attacks, strikes etc.
 - Unexpected actions by local authorities
 - Lack of service from local authorities (eg shutdown of gas, water or electricity)
- Poor internet connection (Internet is generally more unstable in Italy). In addition, since many of the houses have thick stone walls, the internet can have difficulty working indoors)
- That e.g. the decor of the pictures of the homes is different in reality - as long as the quality is the same.

Information about distances and map indications on our website must be taken as a guide. Villette A Lago S.r.l. is therefore not liable for any discrepancies. The customer should therefore check all distances etc. before the booking if they are of decisive importance.

16. Consequential costs

Villette A Lago S.r.l. is in no way responsible for any consequential costs that may arise in connection with changes or cancellation of the rental, such as, but not limited to, costs for lost vacation, transportation, alternative accommodation, etc.

17. Any errors on the website

We use a lot of energy to ensure that all information about our holiday homes is up to date and correct. If there are obvious errors in your booking, it will be assessed whether you should have known that there was an error. Meaning that if you make a reservation on the basis of information that is manifestly incorrect, we reserve the right - without any compensation - to cancel the reservation.

18. Privacy Policy

We refer to our current personal data policy on Villetta A Lago S.r.l.'s website <https://www.VillettaALago.com/privacy>

Rental conditions: 01.07.2022
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