



Booking Terms and Conditions for Casale Montecchio

Payment conditions / bank details:

A non-refundable 25% deposit is required to secure bookings. Balances are required 60 days before the date of arrival.

You can pay securely by credit card using the Homeaway Payment System, which provides automatic protection against internet fraud.

Alternatively payments can be made by bank wire. If you pay in this way, please instruct your bank to transfer payments net of all fees, and to include your name in the transfer reference. NB Homeaway now add a "service fee" (6-8%) onto our rates for payments made via their payment system.

Cancellation policy:

For cancellations notified 60+ days prior to arrival the 25% deposit may be retained in full. From 59 days to 30 days before date of arrival 50% of full payment will be retained (50% refunded). From 29 to 0 days before date of arrival full payment will be retained.

Alterations:

We will endeavour to make changes in dates wherever possible. However, as a small property, we cannot promise that alternative dates will be available. If alternative dates are available there will be no charge, providing we know not less than two months (60 days) in advance, otherwise we reserve the right to retain the 25% deposit.

Occupancy:

Occupancy may not exceed the total indicated when booking. Where an additional bed is used, a supplement of £35 - 40 euros per night, may be charged. Bookings are held for the named party, and may not be sublet. Camper vans and caravans will not be accepted at the property, or on the Villa Arceno estate.

Insurance:

We strongly advise you take out insurance (comprehensive) before you arrive. We accept no responsibility for personal injury, theft or loss during your stay. Nor do we accept responsibility for cancellations, or delays, caused by transport providers, illness or the unpredictable forces of nature.

Homeaway provide various insurance products for your protection and peace of mind.

Check in / Check out:

Check in time is between 4:00pm and 6:00pm.

Check out time is by 10:00 am

Security deposit:

A security deposit of Euros 500.00 is required on arrival. This is preferred in the form of a personal check, which can be destroyed after post departure controls. Cash deposits will be refunded, as appropriate, within 2 weeks of departure.

CASALE MONTECCHIO

www.casalemontecchio.com