

Podere Palazzone

Terms and Conditions

Reservations of accommodation are accepted by us on the following conditions.

1. **Contract of Hire**

The hiring contract shall be between the guest (the Hirer) and Podere Palazzone (referred to as 'Us') and shall be deemed to be made subject to these conditions of hire. This form constitutes a contract between you (the Hirer) and the owner of Podere Palazzone (the Owner). This contract begins on the date on which your booking request is accepted by us and a 'Confirmation of Reservation' is dispatched by us to you (the Hirer) by email. When you confirm a booking, you confirm that the conditions under which the booking is made are understood and accepted on behalf of all guests in your party.

2. **Correspondence**

We will send all correspondence to the lead name on your booking using the private email address supplied by you as part of the booking process. If you require us to use an alternative email address that is a business address, you will also need to provide a private address for us to use in case of emergencies.

Any requests, amendments and cancellations must be emailed by the lead name on your booking to the Owner. All other references in these conditions to providing notice to us in writing must be sent to this same email address.

3. **Data Protection Act**

We have security measures in place to protect any personal information you supply about yourself and your party. Although we may pass on this information to our suppliers and the public authorities where required by law, we will not give any information to any person not responsible for part of your villa rental.

4. **Confirming a Booking**

Booking will be confirmed upon receipt by us of the completed Booking Form and a deposit of 25% of the accommodation rental. However, if the booking is made within sixty (60) days of the holiday commencement date, the full accommodation rental will be required. We will require payment in full where bookings are made within seventy (70) calendar days of arrival date. Once a confirmation of booking has been received by us, the hirer is responsible for the total advertised price of the property as shown on the confirmation of booking.

5. **Balance Payment**

The balance of hire will be due for payment 60 days before the holiday commencement date. We reserve the right to cancel a holiday where full payment has not been received less than 60 days before the holiday commencement date and make the dates available for re-letting.

When we accept your booking we will email you a 'Confirmation of Reservation' at which point a contract will come into effect between you and the Owner. You must check the Confirmation of Reservation carefully and notify us immediately if there are any discrepancies.

We will not be liable for any damage, losses or expense suffered by you as a result of your failure to notify us of any errors in your booking within forty-eight (48) hours of your receipt of the Confirmation of Reservation.

Your villa rental directions to the property and contact details for the local representative and for emergencies will be emailed to you once we have received full payment.

6. **How to pay**

We accept payment by bank transfer in Euros. Bank details will be sent to the hirer when they have confirmed their wish to proceed with the booking.

7. **Making a special request**

You should make any special requests about the property's facilities (such as, twin or double-bedded room or a particular facility which is an important factor for your holiday) in writing at the time of booking by email at least eight (8) weeks before your arrival date. We will pass on all requests to the property Manager but we do not accept responsibility for a request to be effected and we will not be liable for any damage, losses or expense you may suffer as a result of such request being implemented or not being implemented as the case may be.

8. **Booking Cancellation**
We require all cancellations to be made by email to vittoria@kemblemill.com. We will cancel your booking on the day we receive your confirmation of cancellation. The following cancellation charges will apply:
- 66 or more days before arrival date – loss of deposit
65 or fewer days before arrival date – 100% of total villa rental cost
During your holiday – 100% of total villa rental cost
9. **Cancellations made by us**
We reserve the right to cancel your booking for any reason. For example, we may cancel your villa rental because of your failure to abide by these conditions, such as meeting the time limits for payments outlined in section 4 (*Confirming a booking*).
10. **Force Majeure**
We may also be forced to cancel your booking due to unforeseen circumstances or for extraordinary reasons beyond our control known as "force majeure" or a "force majeure event". A force majeure event includes but is not limited to strikes, lock-outs and other industrial disputes, act of God, war, riot, civil strife or commotion, terrorist activity actual or threatened, malicious damage, compliance with law or government order, rule, regulation or direction, accident, breakdown of plant or machinery or other technological problems, fire, flood including relating to river water levels, storm or any other natural disaster or adverse weather conditions, epidemics, outbreaks of illness or default of our suppliers or contractors.
- Where we are required to cancel your rental prior to arrival date because of unforeseen circumstances, a force majeure event, we will endeavour to offer appropriate alternative arrangements of a similar standard and price. Where we are only able to offer accommodation of a lower standard, a refund will be made of the difference in price. If we cannot fulfil our contract with you, we will give you a full refund.
11. **Amenities**
The use of accommodation and amenities where offered is entirely at the user's own risk. No responsibility can be accepted for injury, loss or damage to user's or visitor's belongings. However, we do not seek to exclude or limit liability for the negligence of our staff. The use of the amenities offered with the accommodation are solely for the guests staying at the property.
12. **Your responsibilities**
The lead person on the booking should be 21 years old or over and will be responsible for ensuring acceptable standards of behaviour are met by all party members at all times. We reserve the right to terminate your villa rental should we or local representatives deem that your behaviour or the behaviour of a member of your party could endanger life, cause damage to property or abuse the enjoyment of others. No refund or compensation for any cancelled booking is payable and we shall not be liable for any damage, losses or expense arising under or out of such circumstances. The hirer is responsible for the property and is expected to take all reasonable care of it. All equipment, utensils, furniture, etc., must be left clean and tidy at the end of the hire period.
13. **Photography and video**
You must not use any photography or film taken at the villa for commercial use without our prior, written authorization.
14. **Personal Belongings and Transport**
Cars, motorbikes, bicycles and all other forms of transport, as well as all personal belongings, are at the hirer's risk at all times and no responsibility can be accepted for loss or damage to any vehicle or its contents, or hirer's contents in the house at any time.
15. **Party Size**
Under no circumstances may more than the maximum number of 12 guests occupy the property, (except by prior agreement with the owner). We reserve the right to refuse admittance if this condition is not observed, without refund. In addition, we reserve the right to refuse or revoke any bookings from parties which may in our opinion (and at our sole discretion) be unsuitable for the property.
16. **Insurance Policy and Damage Agreement**
You accept that any loss or damage caused to the villa or its contents by you, or any member of your party are your responsibility. You are liable for any such loss, theft, damage or any related expense. You must immediately report any damage to the property manager whilst on-site at the villa. You will be required to pay for any repairs or replacements directly to the property owner in full. In the event that the hirer causes accidental damage to the villa, the hirer will notify the owner and be obliged to compensate the owner immediately. The owner will issue a receipt for the damage, which the hirer can redeem through his personal insurance. In the event that an agreement is not reached between the hirer and the owner before the end of the stay, or the damage caused by the hirer is found after the hirer's departure, the hirer will be obliged to resolve the dispute with the owner to the satisfaction of both parties.

17. **Your holiday insurance**

By making a booking with us, it is your responsibility to ensure you have travel insurance cover in place for the duration of your holiday. Your policy must provide adequate cover for personal injury, death, medical and repatriation costs, loss of valuables, theft and accidental damage at the rental villa, personal liability, cancellation, curtailment and legal expenses. We will not be liable for any damage, losses or expense arising due to or out of your failure to take out adequate travel insurance appropriate to your needs.

18. **Property Description**

We take every care to ensure the accuracy of the property description which is as detailed as possible. All information is given in good faith and believed to be correct at the time of posting the information on the website but we cannot be held responsible for changes beyond its control which may become known after the latest update. Further, we cannot accept liability for happenings outside its reasonable control such as breakdown of domestic appliances, wiring, plumbing, sudden temporary invasion of pests, power cuts or damage resulting from exceptional weather conditions.

19. **No Smoking**

Please note, the villa is strictly no smoking.

20. **No Pets**

Please note that the villa is strictly no pets.