



CASA ULIVETO TERMS AND CONDITIONS SYNOPSIS

- The payments to Casa Uliveto by the Client or their Agent are to be made on the date and in the amount as specified in the Correspondence, by paypal, bank transfer or credit card.
- The Client agrees to pay charges to Casa Uliveto in the event of cancellation of the Facilities or if the Client and/or their guests fail to take up the Facilities (for any reason) at the time and on the day specified in the Contract/Correspondence.
- If prior to the payment or at the moment of the payment (full or deposit) client/customer has not requested to receive Casa Uliveto "Terms and conditions" terms will be applied automatically, as from the Casa Uliveto website.
- **Full payment** - the cancellation charges are as follows;

For the payments made in full / early booking PinF / self catering / events etc
cancellation within 180 days, 75% refund of total fee paid;
cancellation within 90 days, 50% refund of total fee paid;
cancellation within 30 days of the commencement of the booking or Facility, no refund.

- **Deposit payment** - the cancellation charges are as follows;

For deposit payments from 5% to 30% (or any other deposits agreed on correspondence) - no refund.

If the customer cancels the reservation for any reason, still can request the voucher for the same amount of the deposit paid, for next season (within 365 days) *availability and other details to be confirmed with Casa Uliveto in advance.*

- The Client is advised to obtain insurance cover with regard to booking fees, travel, sickness, injury and death, and any other causes.
- In the unlikely event of cancellation of the booking by Casa Uliveto owing to extreme unforeseen circumstances, Casa Uliveto undertakes to arrange and provide equivalent accommodation and services in the area, of similar quality, style and value at no further expense to the Client.
- *In the event of breakages or accidental damage or loss, to articles or areas of the site at Casa Uliveto, a charge will be made from security deposit, to the group leader or their guest, or debit will made on the credit card of the person concerned.*
- *When occupying the whole venue, the group leader is responsible for the security of the buildings and gate must be locked when leaving the premises.*
- *Guests are requested to follow the house guidelines and in the unlikely event of unacceptable behaviour, the owners reserve the right to bring this to the attention of the guest concerned and may ask them to leave the premises, bearing in mind that Casa Uliveto is a privately owned home.*
- *Heating at Casa Uliveto is operational from October to March/April, and the charge for this will be calculated separately. Air condition is operational during summer and the charge for this will be calculated separately (if not included already in the quote, please confirm in advance).*