



## GENERAL TERMS AND CONDITIONS

### RENTAL

Bookings are made on behalf of the owner of the property at the price stated by **CICERONE TOUR srl**

### HOW TO BOOK

Guest must confirm the booking using the enclosed Booking Form.

### PAYMENT & RENTAL VOUCHER

As soon as the Guest will receive the booking confirmation, he must pay a 30% deposit in order to confirm the reservation. The balance must be paid at least 45 days before the start of the rental period. If the booking is made within 60 days prior to arrival date, the whole amount must be paid after the confirmation. Upon receiving the full payment Cicerone Tour srl will send the rental voucher with driving directions and further useful information.

### PAYMENT METHOD

Acceptable payment methods are bank transfer and credit card (**Visa - Mastercard**). If you wish to use a credit card, please provide the following information:

Name on credit card: \_\_\_\_\_ Type: \_\_\_\_\_

Credit card billing address: \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip Code \_\_\_\_\_

Credit Card Number \_\_\_\_\_

Exp date \_\_\_\_\_ CVV (Security Code) \_\_\_\_\_

By my signature below, I hereby give permission to charge my credit card for the amount stated in the Booking form.

### BANK TRANSFER :

Beneficiary Name: **Ciceronetour srl**

FINECO BANK

BIC O SWIFT code UNCRITMM

IBAN IT56 H 03015 03200 000004123915

### CANCELLATION POLICY

Any cancellation must be communicated in writing by fax or email. Cancellation will take effect the day this notification is received by us. In accordance with our Regulation, the following penalties will be applied:

30% of the total rental price – from the booking date to 45 days before arrival.

50% of the total rental price – from 44 to 30 days before arrival.

75% of the total rental price – from 29 to 15 days before arrival.

100% of the total rental price – 14 days before the arrival.

### CHECK IN & CHECK OUT

Check-in time, as set forth herein, is from 3pm to 10pm. Guest must communicate the arrival time at least 2 days before arrival. In case of no communication, Cicerone Tour srl is not liable for any delays. A fee of Euro 25,00 will be charged for check-in after 10 pm. Upon arrival the Guest must show the rental voucher and passport or ID card to the owner or his representative to enable them to proceed with the necessary registrations. Check-out is scheduled at 10am. A different check-in time must be approved in advance by Cicerone Tour srl.

CICERONE TOUR SRL – Viale Europa 46 – 91011 Alcamo (TP)

Tel. 0924 505510 – Fax 0924 505511

P.I. 01557130810



### **SECURITY DEPOSIT & EXTRA COSTS**

Upon arrival, as set in the booking form, the Guest must pay a security deposit and extra costs in cash. Security deposit will be refunded at the end of the holiday if any damages are occurred. The owner or his representative may refuse access to the property if the deposit is not handed over. The Guest is liable for house order for all the period of his stay and have the duty to act with respect towards other guests and neighbours. The CICERONE TOUR srl reserves the right to ask the client to leave the property without any refund in case of bad and undisciplined conduct targeted to disturb the peace.

### **NUMBER OF PEOPLE**

Only the people indicated at the time of booking shall be authorized to stay at the reserved property. The number of people (adults and children) staying at the property must not exceed the number of sleeping accommodations indicated in the property description, except in the case of infants (less than 2 years) for whom the client brings a travel cot or requires this service at the time of booking.

### **PETS**

No pet will be accepted if the request were not formulated and validated by Cicerone Tour srl at the time of the booking. Just small-sized and well-behaved pets will be accepted. The client should supervise his pets' behaviour and sanitation. The client is liable for any damages caused by the pet.

### **FINAL CLEANING**

The final cleaning charge (except for the kitchen corner) is not included in the rental price and must be paid upon arrival on cash.

### **EXTERNAL MAINTENANCE**

The owner or his representative have, if necessary, free access to the property for essential maintenance purposes.

### **COMPLAINTS**

Upon arrival Guest must check the property and sign the handover report. Any complaints must be notified upon arrival.

### **DUTIES**

The descriptions appearing in our property information are accurate and have been done in good faith. If for any reason beyond its control, including force major, Cicerone Tour srl should be unable to provide to the client the property he has booked, the booking will be deleted and the rental price will be refunded.

### **LIABILITY**

Cicerone Tour srl does not accept any liability for any loss, damage, or additional expenses incurred by the Guest or any member of the guest's party regardless of the cause. The Guest is liable for any damages caused to the property by him or his guests. The Guest exempts Cicerone Tour srl from any liability for any damages caused by the Guest or any member of the guest's party regardless the use of swimming pool (if any). In the event of controversy arising from the booking and the letting, the only place of jurisdiction is Italian Courts with its laws.

### **AGREEMENT SIGNING PROCEDURE**

Both parties of this Agreement acknowledge that this Agreement is expressly and specifically arranged in order to formalize the understanding, as defined above and that it is the result of negotiations by and between both Parties through Internet.

### **APPROVAL**

In signing the present Agreement, both Parties hereto accept the terms and conditions herein contained.

Signature

Date