

## GENERAL TERMS AND CONDITIONS OF ACCOMMODATION BOOKING

(A public offer. By accessing, browsing and using our website and / or making a reservation, you acknowledge that you have read, understood and agreed to the terms and conditions described below)

### 1. INTRODUCTION

RENT IN EUROPE, hereinafter referred to as "the Agency", guarantees the authenticity of the photos and the information relating to the accommodation offered on websites [www.apartment.su](http://www.apartment.su) and [www.villamania.net](http://www.villamania.net), as well as the conditions under which these facilities are offered.

The agency guarantees guests accommodation in the house or apartment paid for the booked period (with the exception of emergency conditions: war, strikes, terrorist attacks, quarantine, extreme natural disasters, etc.).

With the payment for the reservation of one or several accommodation, you enter with the agency in the legal relationship, thereby confirming its agreement with the General Terms of Service booking accommodation for short-term lease offers you to review this document. All the conditions set out in this text are legally binding for both the guest and for the agency. These conditions serve as a basis in the event of a dispute between the parties, and therefore we ask you to read them carefully.

### 2. CONTENT OF PUBLIC OFFER

The Agency offers booking of accommodation facilities in the private sector, namely, the villas and apartments.

These concepts include:

Apartment - independent unit, which has one or more rooms, a kitchen, a minimally one separate bathroom and toilet. In general, the object may be one or more apartments. In the same house can accommodate the owner of the apartment or his family.

Villa - independent house, duplex or terraced house, which includes one or several rooms, a kitchen, a minimally one separate bathroom and toilet. In the object does not live other guests or the owners of the house.

Additional beds can be placed in the kitchen, in the dining room or living room. Extra beds in the accommodation units are the usual beds, sofas and very rarely folding beds.

Additional services mean a final or periodic cleaning, payment of utility bills, cook, maid, nanny, driver, rent a car. Depending on the terms of each accommodation rental, these services are paid at the time of booking or on arrival to the accommodation unit.

### 3. REQUEST FOR PROPOSALS OF ACCOMODATION

If a guest cannot make their own services that meet his wishes, he may apply to the staff of the Agency for assistance. Queries sent by e-mail ([order@apartment.su](mailto:order@apartment.su) or [villamania@virgilio.it](mailto:villamania@virgilio.it)). Each request must clearly contain the main criteria by which the Agency may prepare a proposal (the period of arrival,

number of persons, their age, preferred destination and rent any additional comments). If necessary, you can consult by phone, but the final request must be sent by e-mail. After making a final decision about booking Guest sends an official request for a reservation.

#### 4. BOOKING REQUESTS

Request for reservation should be sent via the websites [www.apartment.su](http://www.apartment.su) [www.villamania.net](http://www.villamania.net) or by filling the request form. Also, the requests will be accepted in the agency's office and in the offices of sub-agents of the Agency, who have the right to sell our services. Upon registration the guest should insert all info specified in the form.

#### 5. PROTECTION OF PERSONAL DATA

The personal data are necessary for the implementation of this service and reservations for further communication between the guest and the agency. The Agency is obliged to keep this information secret, not to provide the data to third parties and used exclusively for the purpose of implementing this service. Guest agrees to use the data for marketing purposes of the Agency.

#### 6. PAYMENT

The payment of booking is possible by bank transfer (costs of translation are on guest) or credit card. Payment by credit card is online on our site [www.villamania.net](http://www.villamania.net).

To confirm the reservation is necessary to pay 30% -40% of the total cost of the reservation, the rest to pay the sum should be paid for 60-45 days prior to arrival at the facility and one of the above methods.

In some cases (eg. If the total cost of the reservation is less than 700 Euro) to confirm your reservation you must pay 100% of the reservation.

Making the pre-payment or full payment for the booking of accommodation the guest confirms that he has familiarized himself with all the characteristics and conditions under which an accommodation is offered for rent. The fact that payment of the reservation confirms that the conditions of housing, specified in the agreement become a legal obligation for the guest. By making a reservation through the website [www.villamania.net](http://www.villamania.net), you enter into a direct contractual relationship with the host country or the owner of the property that you reserve. From the moment you make your reservation the Agency acts only as an intermediary between you and the object placement, transmitting the details of your order at the right accommodation facility and confirming a reservation on behalf of the object.

#### 7. SERVICES AND PRICES

Prices on the site [www.villamania.net](http://www.villamania.net) are listed in the price list of every accommodation unit in the Euro. The prices for villas and apartments include only those services which have been indicated in the description of the accommodation unit. The prices for accommodation in the private sector include: a weekly stay, use of the kitchen with all necessary cutlery. The additional payments should be paid directly to the owner, if not included in the price and indicated in the description (electricity, final cleaning, etc.).

Additional services provided on request are not included in the total price of the package of services and listed separately (eg, food service, laundry service, services, hiring boats and others.). These additional services are charged separately, provided that the guest uses. If the Agency does not have information on the prices of additional services, the cost should be agreed with the owner of the object. Most services are paid directly on the spot upon arrival, and some must be paid upon booking confirmation. The guest must indicate all the required services in the booking.

In some cases, before using the service the guest should pay the deposit in cash to the owner. The deposit is a guarantee against the eventual damage. On the day of departure, after an inspection of the accommodation, the deposit is returned to the guest.

The guest will be informed about the mandatory extra charge, the exact cost of additional services and the possible caution deposit before the booking payment.

## 8. DESCRIPTION OF SERVICES AND THE CATEGORY OF ACCOMMODATION

Category accommodation depends on the local tourist standards at the time of issuance of their permit for the rental of premises, or also set a true test of the state of accommodation by representatives of the Agency. Standards of accommodation, food, services, etc.. in different places and countries are not the same and cannot be compared.

On the day of arrival, the guest's arrival in the accommodation should be after 16.00 hours, and check-out takes place before 10.00 am on the last day of stay.

The keys of the reserved units are issued in the accommodation or in the office of the management company.

## 9. RIGHT OF THE AGENCY TO CHANGES AND CANCELLATION

The agency has the right to propose a replacement of accommodation completely or partially to unilaterally refuse to reserve accommodation in the case of emergency circumstances that occur during the season, which cannot be avoided or corrected.

If the agency is able to offer the customer an alternative, the replacement is carried out only with the consent of the client. The proposed alternative is to match the quality of the reserved accommodation or exceed it. The cost of the difference in price shall be on the agency.

The Agency shall immediately notify about the emergency circumstances occurring all the guests who have confirmed their booking paid in advance. If the agency is unable to find an alternative solution, it returns the paid fee.

This provision applies only when the onset of the emergency circumstances not caused by force majeure, and related exclusively to reserve this property. In the case of modification or denial of reservations due to force majeure, the provisions of Article 11.

## 10. RIGHT OF THE GUEST TO CHANGES AND CANCELLATION

The guest has the right to change the confirmed booking only if the owner agrees to this change, namely the change of the reservation period, the number of persons and additional services. A request to change the reservation provided in writing (e-mail, fax).

If a guest wishes to cancel the reservation, he must do it in writing (by e-mail, fax).

Depending on the date of receipt by the Agency of cancellation of booking by the client, the client's expenses will be:

- cancellation sent by 45 days or more before using purchased services agency, on account of the administrative costs deducted 30% of the total value of the purchased object. The remaining amount will be refunded the guest at his expense.
- cancellation in 44 - 21 days before using purchased services agency deducts 70% of the total value of the purchased object. The remaining amount will be refunded the guest at his expense.
- A refusal sent for 0 - 20 days before the start of the use of purchased services, the agency deduct 100% of the total value of the purchased object.

If a guest does not appear on the booked accommodation or abandon the premises during the reserved period, the cost of rent will not be refunded.

If the actual costs exceed the above, the Agency reserves the right to recover the actual costs.

If a guest does not appear on the vacation spot to 20.00 hours on the first day of use of the reserved services, without notifying the Agency of preliminary due to possible delays, it will be deemed as a cancellation of booking on the day of arrival, and the costs of failure are charged in accordance with the above scale.

## 11. LIABILITIES OF THE AGENCY

The Agency shall take care to provide all the services paid by the client, as well as a decent selection of Executive of services for the interests and the rights of guests. The agency is obliged to provide guests all the services they paid for and is responsible for their execution.

Agency excludes any liability in case of changes and failure to fulfill obligations caused by force majeure in the country or a guest in the country proposed service (military action, unrest, strikes, acts of terrorism, natural disasters and extreme al.). The consequence of which was the inability of Vacation in this accommodation facility. In this case, no refund is to the guest, as well as the transfer cannot be paid an advance for an alternative location which would be a guest is eventually want to find elsewhere or in a different period.

## 12. LIABILITIES OF THE GUEST

Guests are required to:

- be in possession of valid documents (including documents for children and pets). For damage caused by the loss or theft of documents on the road, the responsibility is on the guest;

- Comply with all border rules and laws of the country of entry, as well as other states that are associated with moving it during the holidays;
- Check the need for a visa to enter the country, or rent for travel through transit countries. The agency does not provide visa services and there is no refund if guests are not provided documents to enter the country of the lease;
- on the day of arrival the guest is obliged to pay mandatory additional payments to the owner indicated on the reservation.
- arrive in the booked accommodation in the number of persons specified in the booking form, otherwise the owner has the right to refuse to provide services to unregistered visitors or request additional payment for them;
- advise before the arrival about pets so that the owner could give to this pre-legally bound. The owner has the right to refuse to provide services if the guests insist on staying with a pet;
- Observe the rules for stays in a rented facility and maintain correct relations with the hosts.

In the case of non-compliance with these obligations, for the guest may be denied access to services, without the right to return the amount paid and reimbursement of expenses.

### 13. INSURANCE

Guests are responsible for their luggage, and therefore the agency advises him to insure it.

The agency is not responsible for lost and damaged of luggage or for the loss of jewelry in the territory of accommodation rented. A complaint for lost or damaged of luggage the guest passes to the owner or the nearest police administration.

The Agency does not accept the cancellation of booking due to illness or hospitalization of the guests before or during the holiday, and in these cases, also charge a penalty costs are charged on the guests in accordance with the scale referred to in Article 10. If the guest wants to avoid the costs in case of failure of the booking, we advise him to pay insurance on the refusal of a reservation or health insurance in any insurance company. The agency is not responsible for the conditions of insurance through insurance companies. Payment Insurance on his own recognizance is only for accommodation in the private sector.

### 14. COMPLAINTS

Guest has the right to complain only in the case if the photos or information don't correspond to the declared photos or description of the reserved accommodation presented on the site [www.villamania.net](http://www.villamania.net). The guest also has the right to appeal to the sanitary conditions in the booked accommodation unit. Guests are not allowed to make a complaint about the earlier unspecified facts with the Agency, as well as about the adverse weather conditions, type of beach, its cleanliness, the cleanliness of the surrounding countryside and infrastructure, cleanliness and temperature of the sea, the architectural features of the house / apartment, terrain, flora, fauna and all similar situations that

might displease the guest, but not directly related to the quality of the booked accommodation (eg., local water supply problems, problems with sewage, traffic jams, theft or damage to property, etc.).

The results of each justified complaint is an attempt to address the shortcomings, and if this is not possible, offer alternative accommodation. Guest waives the requirement for non-pecuniary damage, as well as other emerging financial losses related to the service (eg. Bank charges, the cost of fuel, telephone calls, loss of time, stress, mental pain ...).

Complaints imposed only on the day of arrival. If a guest arrives after 22.00, as an exception, he has the right to complain until 12.00 hours of the next day. Complaints made after this deadline will not be considered, and are considered to be unsubstantiated and speculative.

The term for consideration of the complaint the agency two hours after receipt, and if the complaint is substantiated, the deadline for its decisions shall be extended for 6 hours. Time from 22.00 to 8.00 is not included in this period. Complaints may be submitted only in writing by e-mail, or by phone, in this case being an audio recording which guest agrees.

The Agency shall promptly after receipt of the complaint to proceed to resolve the problem. After checking all the facts (especially contact with the landlord or his representative) the agency undertakes no later than two hours after receiving the complaint, informed the guests about the justification of its decision to appeal.

If the Agency decides on the merits of the complaint, in the next 24 hours shortcomings must be eliminated. Guest must cooperate with the Agency representative as well as offering services to eliminate the causes of complaints. If a visitor to the site does not accept the proposed solution complaint appropriately reserved and paid services, the agency will not accept subsequent complaint and is not obliged to respond to it.

If justifiable reasons for the complaint cannot be resolved, the agency is obliged to offer guests an alternative accommodation.

If the Agency decides to unfounded complaints, it will not take action to eliminate the causes of complaints. Guests have the opportunity to stay in the booked accommodation, or to request the agency to offer them an alternative accommodation, which is obliged to pay in full amount to the new home owners. Consent to alternative accommodation guest waives the right to return the amount paid. If the guest does not agree with the decision of the agency and the decision on subsequent presentation of a request for a refund, he must leave the controversial housing. Not later than seven days after the end of the period of reservation controversial offers must submit a complaint in writing (by e-mail, by fax or by mail). Complaints received outside the agreed time or with incomplete documentation (photos, data from other credible sources ...) are not taken into consideration.

The Agency shall take a decision, in writing, the right of a claim within seven days of its receipt. The Agency may extend the decision on the complaint in order to collect more information and to check all the facts together with the owner for up to 21 days.

Pending a decision by the Agency, the guest has no right to use the services of an intermediary to go to court or to give information to the media. If the guest does not comply with this rule, despite the legitimacy of his complaint, the agency has the right to collect it inflicted damage caused by such behavior of the client.

If the guest upon arrival will be dissatisfied with housing, leave it and find another object for a living, leaving no chance to the agency within 24 hours of the agreed to eliminate the cause of his discontent or to offer him an alternative accommodation, he is not entitled to a refund on presentation of the following action, despite the justification of the reasons for his behavior.

#### 15. INTERVENTION OF THE JUDICIARY

All disputes between the parties are resolved by negotiations. If it's not possible to resolve the dispute, mutual decision is transmitted to the competent court in Italy.