

Agriturismo Pomele - General Conditions

1. The cost of the apartment is calculated based on the prices valid at the moment of the reservation. The minimum period of rent is 2 nights. The reservation will be considered valid, only after the payment of the deposit.
2. When a reservation is made a deposit of 30% of the total cost must be paid. **The balance must be paid at the moment of the arrival at the Agriturismo Pomele.** When the balance is paid the client must communicate the names of the people in whose name the accommodation has been booked. The number of people in the chosen accommodation must on no account differ from the details provided in the booking form. When any alteration in the composition of the number of people booked in any given accommodation occurs, the owner reserves the right to refuse entry to his guests and not refund the sum paid. The same conditions apply to any alteration during the rental period.
3. On arrival the client must pay a deposit of EURO 150,00, as guarantee against any possible damage to the property or its equipment and furniture. The deposit will be returned in full on departure, except in the event of any damage, which will be debited accordingly. The apartment is given to the client in clean and without defects. On departure the client must leave the apartment in the same state as when it was consigned. **The client must also pay a supplement for the final cleaning which is 13 euro per person (aged 12 and above).** In the event of damage or delays the client is obliged to pay additional expenses. Any complaint or damage must be communicated immediately to the owner or to the person in charge of the service, in order to solve the problems. When for technical reasons, problems cannot be solved; all the necessary measures will be taken in the interest of the client for an equitable compensation. Damages caused by natural disasters, lack of electricity, gas or water, provided by the township, and similar facts, which constitute causes beyond the control of the Agriturismo Pomele, are not attributable to the company and they will not be refunded. In case damages, which cannot be immediately repaired, the company reserves the right to offer an alternative accommodation with similar characteristics. **Any claims must be communicated before the day of departure. Complaints not received within this period will not be considered.** The client must not disturb the neighbors, dirty or damage the apartments' equipment and furniture. If it occurs, the client will be asked to leave the apartment and is not entitled to any refund for the sum paid.
4. If the client, for whatever reason, has to cancel a booking, he will have the right to a refund of the amount paid, after deducting the booking charges and the following penalties: - 10% if the cancellation occurs within 45 days before the beginning of the rental period. For any cancellation after this period the client is not entitled to any refund for the sum paid.
5. At the moment of the reservation the client should draw up an insurance contract to prevent any negative consequence of a cancellation.
6. In exceptional circumstances, the company may cancel the contract (according to the law n.1084, art. 10 of the 27/12/77) reimbursing the total amount paid by the client.
7. In the event of any controversy, the appropriate authority is the Court of Viterbo.
8. Deposit is 30% of the total price.
9. **The balance must be paid at the moment of the arrival at the Agriturismo Pomele.**
10. The supplement for the end cleaning is Euro 20 for apartment
11. Deposit of Euro 150 must be paid on arrival.
12. Animals are allowed with prior approval by Agriturismo Pomele.
13. **Check in is between 3.30 p.m. and 7.00 p.m..**
14. Check out is no later than 10,00 a.m..
15. Heating, Water, electricity and gas shall be charged upon consumption
16. Each change of bathroom and bedroom linens on request € 3.00 per person
17. Any extra-services have to be required at the moment of the reservation: extra cleaning, baby sitting, beds for children under the age of 3, child's high chair, etc....