

BOOKING CONDITIONS

All bookings you make are with Suzanne B. Cohen & Assoc., Inc. acting as agent of the owners of the Italian houses. When you sign the booking form you are agreeing to the following conditions:

1. **BOOKING:**

A 30% deposit of the property rental must be paid on booking, unless otherwise stated. No contract exists until we have actually received the deposit *and* a signed booking form which must be fully completed and which should specify the rental period and all persons staying in the house. We must also confirm your booking via fax, email, in writing, or on the telephone. Many houses also require a cautionary deposit that is usually paid directly to the owner upon arrival; occasionally a check is held in our files until your return.

2. **NUMBER OF PERSONS:**

Only the persons listed on the booking form may use the property. The number of people must not exceed the number of sleeping places indicated in the property description except in the case of infants in arms for whom you are bringing or requesting a portable crib. Pets are not permitted unless approved in writing by the property owner. Should the owner or his/her manager find any violation to this clause, you could be asked to vacate the property without compensation.

3. **CANCELLATION BY YOU:**

If you cancel all or any part of your booking, the following conditions exist:

- a. 10 weeks or more prior to departure you forfeit the deposit and the booking fee.
- b. 10 weeks or less prior to departure you forfeit the entire amount paid including the booking fee.
- c. Change of date required due to acts of war or aggression is totally up to the owner and is on a space available basis if indeed allowed. Every possible consideration will be given to the request but in no way is it guaranteed.

There may indeed be a price increase if a different season or year is selected. All cancellations must be received by us in writing. Travel insurance is considered to be an excellent investment when renting a property in Italy as the owners cannot rebook a house as a hotel or a cruise company might. ***All payments are non-refundable*.**

4. **ALTERATIONS AND AMENDMENTS:**

All possible consideration will be given to requests for alterations to your reservation. Date changes will be on a space available basis and considered only if done before the ten week period prior to the rental date. Also, there indeed may be a price difference based on season or year selected. ***There is a \$50 change fee each time a change is made*.** If you delete a property or a time span or vacate a property early or arrival a day or so later than indicated, the "cancellation by you clause" will come into effect and there are no refunds on the unused portion.

5. **ALTERATIONS AND CANCELLATIONS BY US:**

Though it is very unlikely we would need to make any changes to a confirmed booking, we would advise you at the very earliest moment. Should such an event occur we would work with you to secure an alternate accommodation. If the price were greater than you paid, you would need to pay the price difference, if less than you originally paid, we would of

course refund the difference. If you do not wish to be transferred, we would of course refund your entire payment including the booking fee.

6. SECURITY DEPOSITS:

Security deposits are due on nearly every property. The amount of the deposit is dictated by the owner and collected at the time of your arrival in most every case. It will be specified on your directions sheet, as you will need the information prior to leaving the USA in most cases and definitely when you arrive at the property. The deposit covers the cost of any damage or breakage during your stay. This means to the house, its contents, inside and outside, excluding normal wear. Your deposit, less any applicable claims such as damage or utilities costs will be returned to you prior to your departure or within 12 weeks of your departure. Judgment as to the condition of the property is left to the sole discretion of the owner.

7. UTILITIES:

All extra charges should be discussed at the time of booking the property and are payable in local currency on departure. ***Any long distance calls made from the rental property should be put on an AT&T, Sprint or similar credit card as calls from Italy are about 5 times the USA rates***. All local calls are metered and are to be paid directly to the owner prior to leaving.

8. ARRIVAL AND DEPARTURE TIMES:

You must arrive between 4 and 7 p.m. and leave before 10 a.m. on the day of departure unless alternative arrangements have been made in advance. A number of owners also require arrival details (flight arrival times) prior to your arrival so they may organize someone to actually come to the house to meet you.

9. TRAVEL INSURANCE:

We strongly urge every client to consider travel cancellation/interruption insurance. We can provide you with a brochure.

10. CLEANING:

All of the properties will be cleaned prior to your arrival and it is expected, by the owner, that you will leave the house in a picked up and tidy condition. Additional cleaning during the week is included in some houses, and can be arranged in others on an hourly basis. As these are private homes, please do not expect hotel type services. Towels and bedding are changed once a week unless otherwise stated. Additional cleaning charges may be assessed against the security deposit if the home is not left in reasonable condition in the opinion of the owner or property manager.

11. LIABILITY:

Suzanne B. Cohen & Associates, Inc., (the company, its employees and agents) and the home owner shall not be liable to the Client or third parties for any accident, damage, loss, injury expense or inconvenience, which may be suffered, incurred, arise out of or in any way connected with the property. If the property, which you have booked, becomes unavailable or unusable for some reason prior to the date of the booking, SBC & ASSOC., INC., will reimburse you for any money paid.

12. PETS:

No pets other than dogs would ever be considered. All requests are subject to owner approval and frankly are seldom approved.

13. JURISDICTION:

The laws of the State of Maine govern this contract. Courts in Maine have exclusive jurisdiction over any claims, disputes or other matters in question between the parties.

14. COMPLAINTS:

The descriptions of the properties are made in good faith with the written approval of each owner. We decline responsibility for any modifications made by the owners without our knowledge. We do not accept responsibility for the breakdown of the supply of utilities or other services however we will, through the owner or our local agents, use every effort to solve the problem. If you have a problem during your stay that cannot be solved by the owner or his/her representative, you should contact us immediately. Our fax number is 207 622-1902. WE MUST BE NOTIFIED WITHIN 48 HOURS OF THE OCCURRENCE AND MOST CERTAINLY BEFORE LEAVING THE PREMISES. SERIOUS PROBLEMS LEFT TO THE END OF YOUR STAY OR REPORTED WHEN YOU RETURN WILL NOT BE CONSIDERED A VALID ISSUE. ***Should you abandon the property without authorization from the owner or the key holder you will lose all rights to any compensation*.**

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