

## Northitaly - Booking Conditions

NORTHITALY  
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### **RENTAL PROPERTIES**

It is important to understand that the properties we offer are not official tourist accommodations, such as hotels and resorts, but private houses owned by individuals. Being such, they do not have standards or categories that are internationally recognized. Indeed they reflect, in their architecture and furnishings, the local traditions and the personal taste of the owner.

This is precisely the kind of vacation experience that we offer you: the chance to partake in the culture of the area chosen, living for a few weeks in the same surroundings as a native would. In order to live this experience in the right spirit, it is important not only that you accept but also that you will be able to appreciate the differences in the properties we propose in comparison with those where you normally live.

For their part, our Italian agency has carefully chosen properties using a minimum and maximum quality range within which they believe that any European and indeed a citizen of the world can find a memorable experience. However, we cannot exclude the possibility that these differences can sometimes result in minor inconveniences due to the special nature of the architecture and traditions of the area.

### **BOOKING PROCEDURE**

Following your selection of a property from our online catalog, we ask that you provide us with some basic information that is used only for the purposes of completing and servicing your requested booking. Our privacy policy is shown online and is strictly followed.

Booking is accomplished by first requesting us the availability through the online form on our website or emailing us. When the availability is confirmed you will receive the Reservation Deposit Request email. The reservation becomes effective as soon as a down payment (deposit) of the total rental accommodation price is made.

The balance payment is due, depending on the property, either:

- 60 days before the start of the rental period (**procedure 1**)

or

- at arrival of the property (**procedure 2**)

**IMPORTANT:** Depending on the owner/agent/property the booking procedure (payment and cancellation) can be different from mentioned above, exact details will be confirmed in the Reservation Deposit Request email and are valid as such.

There is a no booking fee per booking.

For bookings made less than 60 days prior to the start of the rental period, full payment is due at the time of booking (**procedure 1**). It is your responsibility to provide us with your expected date of departure from home as soon as you know it to ensure that you receive all the travel documents on time.

As part of the booking procedure, you will be asked to identify a single contact person who is responsible for all communication regarding the reservation. Travel documents are provided electronically once final payment has been received and will be sent to the contact person.

## **PAYMENT METHODS**

We accept direct bank transfer payments (**in euro only**) within the Single Euro Payments Area ([SEPA](#)) without any extra charge (check with your bank for local fees).

We also accept various payment methods (credit card, debit card, bank transfer,...) through PayPal which is charged extra with 4% of the payment made. More information and all payment methods on: [www.paypal.com](http://www.paypal.com)

## **RENTAL PERIODS**

Most rentals run from Saturday to Saturday, with a minimum stay of one week. Arrival timing (normally between 15.00 – 18.30pm) depends on the property/caretaker. In the event that this is not possible, you are required to inform the owner or caretaker ahead of time. There may be a fee associated with an arrival outside of the stated time period and this is at the owner's or caretaker's discretion. You are expected to vacate the premises (after they have been inspected by the owner or owner's representative and after any supplementary charges have been settled) between 8.30-11.00am (depending on the property) on the departure date. When departing before Saturday, it is mandatory that you contact the owner or the owner's representative to arrange for a departure time and inspection.

## **LENGTH OF STAY**

Under no circumstances may you, or any member of your group, exceed the period agreed upon nor may you exercise any right to remain on the premises at the end of the rental period unless an agreement has been made between you and the owner of the property.

## **LIABILITY**

Individual property owners and NorthItaly cannot be held responsible for any unforeseen events, acts of God or war, riots or civil strife, terrorist activity, industrial disputes, natural or nuclear disasters, fire, adverse weather conditions, or the actions of any person outside of NorthItaly. The responsibility of NorthItaly its agents is limited. They act only as agents in regard to the services described in these Booking Conditions.

From time to time, building work and the associated noise is unavoidable. We do not control such work and we do not receive advance notification of when such work will commence. We will notify you as soon as we are made aware of any building work that will affect your holiday. However, we will not offer compensation.

In booking through NorthItaly, you agree that NorthItaly shall not be liable for injury, damage, loss, accident, delay, or irregularity resulting from acts or defaults of others, including our Italy affiliates and their representatives or of the individual owners. Except as specifically provided in this agreement, NorthItaly expressly disclaims any representations or warranties in connection with this agreement, whether express or implied, statutory or otherwise, including, without limitation, warranties of merchantability and fitness for a particular purpose, without limiting the foregoing, the rental properties hereunder are available in accordance with these Booking Conditions and NorthItaly does not warrant that the services provided hereunder shall result in any particular level of customer satisfaction.

## **BALANCE PAYMENT**

You agree to pay the balance to the NorthItaly reservation office at least 60 days prior to the beginning of the stay (**procedure 1**) or at arrival of the property (**procedure 2**). If the balance has not been paid by this date, the booking will be considered cancelled, the contract will be void and the property will be available for rental again.

## **LATE BOOKING**

In the event that the booking occurs less than 60 days in advance of the beginning of the rental period (**procedure 1**), the total payment is required at the time of reservation.

## **CANCELLATION**

All cancellations must be sent by letter, fax or email to the Northitaly reservation office and, if you have a cancellation policy, to your insurance company. For any cancellation on the part of the client, the sums withheld by the Northitaly reservation office are as follows (see note below):

- 10% of the total amount from the day of reservation to 120th day before arrival
- deposit amount from 119th to 60th day before arrival
- 100% of the total amount from the 59th day to the day of the arrival

IMPORTANT NOTE: Depending on the property the booking procedure (payment and cancellation) can be different from above mentioned, exact details will be confirmed in the Reservation Deposit Request email and are valid as such.

## **INSURANCE**

The Northitaly reservation office does not offer travel protection or cancellation or damage insurance. You are supposed to have insurance to cover potential cancellation or delay, and to cover property damage that you might cause.

## **RESPONSIBILITY OF CLIENT**

It is the responsibility of the client to communicate to Northitaly your expectations, requirements, and any special needs. We must be informed BEFORE your accommodation selection of any health conditions in your group such as allergies, heart conditions, walking problems, etc.

You are expected to treat your vacation home with the same respect as you would your own home. Doors and windows must be closed and locked each time you leave, even if for just a short time. It is your responsibility to find out at check-in time how appliances and equipment (e.g. washing machine, dishwasher, breaker box, etc.) work as well as other pertinent details of the house.

Kitchen clean up and trash removal is the duty of the client. If this is not done, the owner or the caretaker may deduct up to a sum from the security deposit for additional cleaning costs.

## **INTERRUPTION OF THE HOLIDAY STAY**

In the event of interruption on the part of the client, no refund will be made.

## **NUMBER OF GUESTS ALLOWED**

The rental contract is established for a specific number of persons. Only the number and names of persons on the rental contract may occupy the reserved accommodation. Any substitution of persons during the stay is forbidden without the previous consent of Northitaly. Visitors of the clients are not allowed on the property unless previously agreed.

## **TRAVEL DOCUMENTS**

Northitaly will not accept any liability or grant refunds for any improper, expired or invalid documents (passport, visa, medical certificate, vaccination) which might be motive for cancellation or modification of your trip or holiday stay.

## **FORMALITIES UPON ARRIVAL**

Upon arrival, you must show your passport to the owner or the owner's representative. You will also be required to pay the security deposit in Euros **cash** to the keyholder, the sum of which is indicated on the contract. In some circumstances, extra fees are also collected at arrival time: cleaning, linen, heating, water, gas, electricity, internet, maintenance (depending on the property).

Please read carefully the 'Arrival and Departure Conditions' which form an integral part of this contract (see below).

## **HOUSE CLEANING AND MAINTENANCE**

The final cleaning is either included in the rental price or charged as a supplemental cost, as indicated on the booking contract and the property's web page. This amount does not however include the cleaning of the kitchen area and the removal of trash, which are your responsibility. If this has not been done, the owner or his/her representative may charge an additional fee. The owner is allowed on the property for maintenance and gardening purposes.

## **SECURITY DEPOSIT AND DAMAGES**

The security deposit has to be paid **cash** (in euro) upon arrival to the keyholder unless otherwise stated. The sum is indicated on the booking contract. The security deposit will be returned to you at departure, subject to the premises being left in good order. The keyholder can refuse occupancy of the rental property if the security deposit is not paid.

Should there be damages to the property, deductions from the security deposit will be held for repair/refurbishment/renewal as determined by the owner or caretaker. If such costs or damage exceed the deposit, you will be informed by the keyholder and agree to pay the additional amount to the keyholder in Euros cash or settle any compensation accordingly as determined by the keyholder/owner. You are responsible for all damages caused by you, your family or your guests.

NorthItaly is not responsible in the event of complaints and disagreements about the security deposit between the guest and the keyholder/owner.

## **AMENITIES**

The use of amenities, such as swimming pool, moorings, boats and bicycles is entirely at your own risk. NorthItaly is not liable for injury to a user or visitor and loss or damage to your belongings.

## **SUPPLEMENTARY COSTS**

If the owner requires a final cleaning fee, this is noted on the booking contract and is collected in Euros cash by the keyholder at arrival. In accommodations where air conditioning or heat will be used (depending on the season), an advanced deposit in Euros cash is required, and is also collected in Euros cash at arrival. This is also noted on the booking contract.

If the amount of air conditioning or heat consumption exceeds the deposit, you will be required to pay any sum exceeding the deposit. If the booking contract specifies that other utilities (besides air conditioning or heat) such as gas or electricity be paid according to consumption, these are metered and paid accordingly in Euros cash at check out.

Any fees for special services (extra maid service, laundry service, cooking service) must be paid in Euros cash when the service is rendered.

## **CLAIMS/DISPUTES**

Northitaly declines all responsibility for any modifications to available services or to the property made by the owners without our knowledge. All discrepancies relating to the general specifications or the inventory of the premises must be communicated to the keyholder AND the Northitaly reservation office within 24 hours and s/he be allowed the necessary time to fix the problem. If the matter cannot be corrected, you must contact Northitaly again by telephone and then in writing within 2 days.

**IMPORTANT: No consideration will be given to complaints that are received after the end of your rental period and you forfeit your rights for a possible refund of the rental price.**

Whenever possible you are urged to settle minor grievances (burnt-out light bulbs, faulty appliances, etc.) with the keyholder before filing a formal complaint. Often the owner is not aware of these minor problems.

No reimbursement will be made for a late arrival or early departure.

## **ARRIVAL AND DEPARTURE CONDITIONS**

Please read carefully the general Arrival and Departure Conditions which form an integral part of this contract (<http://www.northitaly.eu/images/arrival.pdf>). Depending on the property, some details can be different from these general conditions: check your confirmation voucher and the contact details for specific information concerning your booked property.

## **INTRODUCTION OF TOURIST TAX AT SEVERAL ITALIAN DESTINATIONS**

A number of Italian municipalities (not all) have opted to apply the recently introduced tourist tax (tassa di soggiorno). Tax rates and regulations vary in different places and types (hotel, b&b, home,...) and the tax must be paid directly by tourists at the accommodation. The rate is generally between 0,4 euro (homes) and 5 euro (5\* hotels) per person per night.

We must however specify that we cannot be held responsible for any variations or supplements that may be decided by the competent authorities at any time and without prior notification.

More information: <http://www.ovest.com/en/tax-of-stay-in-italy.php>

## **JURISDICTION**

In the event of legal claims or disputes, this contract shall be governed by the laws of the Italian Government. Any legal action brought against Northitaly shall be brought in Turin, Italy.

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