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GENERAL CONDITIONS

RESERVATIONS ACCEPTANCE

The reservation acceptance is subject to the apartments' availability and is considered "accepted" only after "Appartamenti Caffarena" confirmation.

PRICE AND PAYMENT

Once reservation has been accepted, a 30% of the total must be advanced by means of bank's remittance while balance will be settled locally, not later than one day prior the Client's date of departure.

Balance could be settled by credit card/bancomat/or second bank's remittance: in this case the bank's order must be forwarded three days prior date of departure.

Cash payment is accepted only for amounts not exceeding 1.000,00€.

SPECIAL REQUESTS

Upon reservation, the contractor could advance special requests which could eventually become part of the contract if specifically discussed and accepted by the "Appartamenti Caffarena" manager or representative.

In such a case, the specific agreements will be included in the "general conditions".

Any change requested after the contract's agreement, must be subject of reciprocal agreement.

In any case, the request of change from the contractor's side, involving the eventual charge of any expenses, if occurred, must be on contractor's account and added to final invoice.

The contractor is obliged to notify the presence of pets, which will be accepted or not from the management, on the base of description and informations given by the contractor. In no cases large size dogs will be accepted.

Appartamenti Caffarena is always authorized to move the reservation -without being obliged to notify the contractor- from one apartment to another, within the same category, if a particular booking situation might have occurred after the reservation.

TRANSFER / REPLACEMENT

The contractor, in the event of having the reserved period unavailable, for any reason not attributable to "Appartamenti Caffarena", can hand over the contract to a third person, providing he/she will satisfy all conditions and requirements necessary to be able to obtain all services expected.

In this event, "Appartamenti Caffarena" must be informed not later than four days prior the arrival date, having all the required informations (name, address, phone number, e-mail address).

Both original contracting party and new contractor are obliged to pay in full all vacation's expenses and eventual expenses originated by the replacement.

RENUNCIATION AND CANCELLATION

a) 30% of the total as per reservation:

from the date of reservation to 40 days prior the expected date of arrival.

b) 50% of the total as per reservation:
from 39 days to 10 days prior the expected date of arrival.

c) 100% of the total as per reservation:
whoever cancels within 10 days from the expected date of arrival or in the case of not showing at expected date of arrival, or in the case of renunciation during the vacation. In case of apartment replacement, the contractor will be entitled to a partial reimbursement, whose amount will depend upon parts' agreement, depending on the various factors and reasons originating the renunciation/cancellation.

"Appartamenti Caffarena" suggest the contractors to make an insurance covering the travel's and vacation's risks, offered now from the main insurance companies at convenient prices.

CONTRACTOR OBLIGATIONS

The contractor, or whoever is in vacation at "Appartamenti Caffarena", must observe the rules of normal wisdom, behaviour and care suggested by the manager or his representative.

He/she also must follow the local administrative regulations and will be called to respond of any damages that "Appartamenti Caffarena" should suffer from his/her not correct observance.

Particularly, the contractor will be held responsible for any damage occurred to furnitures and installations he is using while staying at "Appartamenti Caffarena".

Not registered persons must not be hosted for the night.

ASSISTANCE OBLIGATIONS

"Appartamenti Caffarena", in relation to the obligations assumed towards the contractor, is obliged to give all the assistance and help as per professional criteria.

COMPLAINS

The contractor must report, within 24 hours after his/her arrival, any defaults and defects of the occupied unit, as well as any lack or defects in its organisation. Any complains will be presented in the residence and within the time limits. "Appartamenti Caffarena" must provide proper assistance (see previous article) with the goal to accomplish prompt and fair solution to the problem(s).

COMPETENT FORUM

For any controversy/dispute between "Appartamenti Caffarena" and contractor(s), will be competent the Lanusei's Forum.