

Guest Terms and Conditions

1. Your Contract

Rent&Relax is the trading name of Giugno s.r.l. Rent&Relax act as the managing agent for the owners of the properties offered on this web site.

2. How to Make a Reservation

In order for us to accept your booking, your party leader must read these conditions. The person who signs or 'submits' the booking form does so on behalf of all the members of the party and binds them jointly to these terms and conditions. When you ask us to confirm your booking, we will allocate you your chosen property and confirm your reservation.

3. Method of Payment

Payment can either be made by credit card, debit card, PayPal, or bank transfer. If paying by bank transfer, we will hold your selected property for 4 business days while you arrange payment. All card transactions are billed in EUR and converted to your local currency by the card issuer at their prevailing rate. Please note that there is a 2% transaction charge on all credit card payments and PayPal charges must be paid by the sender. We accept Visa, MasterCard, and American Express.

4. Initial Payment

At the time of your booking, you will be asked to pay an initial deposit of 25% of the total rental cost of the property. When you pay the first instalment, you confirm at the same time that you have read and accepted our general terms and conditions. Rent&Relax reserves the right to cancel the booking if the first instalment of 25% of the rent has not been received within 4 business days after the reservation is made.

5. Cancellation Policy

If a guest wishes to cancel his/her reservation, 100% of the reservation deposit will be refunded if notice of cancellation is 30 days before the check-in date, or earlier. If the reservation is cancelled within 30 days of the check-in date, the booking deposit will not be refunded.

A booking is considered cancelled on the day that Rent&Relax has received a written cancellation from the guest.

6. Insurance Requirements

Holiday and travel Insurance, including cancellation cover, is essential for your own protection and we strongly recommend that you and all members of your party be suitably insured. If you choose to travel without adequate holiday insurance, we will not be liable for any losses however arising in respect of which insurance cover would otherwise have been available.

7. Damage deposit / Damage Protection Insurance

We do not collect a security/damage deposit; however we do require our guests purchase a compulsory Damage Protection Insurance upon booking. This is to cover accidental damage that may occur in your property during your holiday. Please note that willful and negligent behavior is not covered by this charge and should this occur you may be asked to cover the cost of damage locally. If the guest should cause damages that exceed the value of the Damage Protection Insurance, he/she will be liable to pay the difference as soon as the exact value of the damages has been determined and Rent&Relax has informed him/her in writing about the difference.

The guest must ensure that the property is returned in a presentable and tidy state including the washing of dishes, cutlery, and kitchen utensils etc.; emptying of the refrigerator and the freezer. This is required even though the guest has paid a final cleaning. Rent&Relax reserves the right to deduct any additional cleaning costs from the security deposit if the guest should not leave the property in the above-mentioned state.

A generous allowance of water and electricity is included in the rental price; however, you will be charged for abuse of these services (leaving water on/hoses open and running them for long periods of time, leaving doors/windows open when using air conditioning/heating, etc.).

The aforementioned is for standard bookings only. If you are renting a property to hold a function, in addition to the venue fee, we will also require an additional damage deposit.

8. Party Size

At no time must any more persons occupy a property than stated on the booking form, except with prior written agreement. Property owners or their agents reserve the right to refuse admittance if this condition is not observed.

9. Property Standards

We have carefully selected and inspected all the properties that we advertise, and we endeavor to maintain high standards. However, if you have a problem during your holiday, immediately inform the local representative who will then endeavor to put things right. If you fail to do this we cannot accept responsibility, as we have not had the opportunity to investigate and rectify the problem. Although we will make every effort to deal with problems promptly, a reasonable amount of time should be allowed for repairs to be completed by outside contractors.

Although Rent&Relax carefully inspects and controls the holiday home before each single arrival, it could occur that a defect, fault or damage is detected. In such a case Rent&Relax Customer Services should be informed in writing by email to booking@rentrelax.it within 24 hours after arrival or after the problem is detected.

Please note that we accept no liability for intermittent failure of public supplies or utilities such as water, electricity or internet coverage over which we have no control, nor of sewage systems, plumbing or mechanical equipment in villas, but shall use our best endeavors to arrange prompt repairs where possible.

Inevitably, items break or require maintenance, therefore please be aware that you may encounter maintenance staff and gardeners during your stay. Please also remember that these are people's homes – please leave the villa in a reasonably clean and tidy condition at the end

of your stay. We reserve the right to charge for extra cleaning if necessary, and to charge this to your credit or debit card.

10. Check in / Check out times

Your accommodation is available after 3pm on day of arrival and must be vacated by 10am (10h) on day of departure. The cleaning staff needs this time to prepare the accommodation properly for incoming guests.

11. Change and Non-Availability of accommodation

On rare occasions it may be unavoidable to change your chosen villa because of circumstances beyond our or the owner's control; we will endeavor to inform you of this asap and offer you either alternative accommodation of similar or superior standard, a refund if nothing is suitable or discuss other options. No further claim against the owner or the letting agent for any loss suffered will be considered.

12. Liability

Rent&Relax do not accept liability for any act or neglect on the part of the owners or any other person not within their employ or their control, nor for any accident, damage, loss, injury or expense, whether to person or property, which the tenants may suffer arising out of, or in any way connected with the letting. The owner and the letting agent also accept no liability for loss of or damage to the tenants' possessions on the owners' property, force majeure or any other unpredictable events that Rent&Relax could not have prevented.

Should a gross defect or fault be detected in a holiday home, Rent&Relax will normally offer the tenant an equivalent holiday home of the same price level. Should the alternative holiday home be of a lower price, the price difference will be refunded. Should it not be possible to find a satisfactory solution due to a lack of available properties or due to the non-acceptance of the alternative holiday home by the tenant, the total rent or a part of the rent will be refunded according to the degree of liability determined by Rent&Relax.

13. Discounts

Discounts are calculated based on the severity of the problem and are given at the discretion of Rent&Relax.

14. Events

You must inform us if you plan to hold an event at your rental property and request permission at the time of booking. Failure to follow the guidelines can result in the property owner or their agent cancelling the event. Please note that any complaints from neighbors or legal action resulting from your event is the responsibility of the tenant and not the owner nor Rent&Relax.

15. Accuracy

We endeavor to ensure that all the information on our website is accurate, however occasionally changes and errors occur, and we reserve the right to correct details in such circumstances. We make every effort to make sure that descriptions, photographs of furniture

and fittings etc. are accurate, however there may sometimes be changes we are unaware of, and therefore vary from our website copy and photographs. We accept no liability should a description or a photograph be inaccurate. If a particular facility offered in a property is essential to the booking of your holiday, please ensure that we are made aware of this prior to you completing the booking confirmation pages.

16. On Arrival

Immediately upon arrival at your holiday home please familiarize yourself with the layout of the property and identify any potential hazards e.g. unexpected steps, slippery surfaces, etc.

17. Noise

The properties are located in residential areas, please remember that sound travels and noise should be kept to reasonable levels especially after 10pm. Roadworks and/or building work in close proximity to our properties may occur without any prior warning, this is understandably beyond our control.

18. Pets

Pets are welcome at some of our properties. Please ask.

19. Cleaning

The maid service will be on your day of arrival and day of departure only. Most houses do have washing machines.

If you are unsatisfied with the cleaning standards, we require immediate written notice upon arrival at the villa. The cleaner will return within 24 hours to rectify and clean any aspect which may have been overlooked.

20. Data Protection

We take your privacy seriously. By submitting any of our forms, we will just reply to you about your enquiry. You are not subscribing to a mailing list, nor will we give out or sell your information to anyone. We hate spam, we'd like you to trust us on this one!

21. Governing Law and Jurisdiction

The validity, construction and performance of this Agreement shall be governed by Italian Law. The Applicants and the Tenants submit to the exclusive jurisdiction of Italian courts.

22. Blue Pencil Test

If any of these terms and conditions should be determined to be illegal, invalid or otherwise unenforceable by reason of the laws of any state or country in which these terms and conditions are intended to be effective, then to the extent and within the jurisdiction which that term or condition is illegal, invalid or unenforceable, it shall be severed and deleted from that clause and the remaining terms and conditions shall survive, remain in full force and effect and continue to be binding and enforceable.

23. Validity

The stated terms and conditions are valid for rental agreements made between the tenant and the home owner through Rent&Relax who acts as an agent/intermediary. The conditions and the quoted prices stated on this website are valid, excluding misprints, from September 24th 2018.