



EOLIE HOUSES di Monte Sonia

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Eolie Houses – TERMS AND CONDITIONS

1) Lettings.

Lettings are arranged by Eolie Houses in the name of and on behalf of the property owners at the prices indicated on the website. The properties on offer are for the most part privately-owned houses which are completely different one from the other and it is therefore impossible to set a general standard. The rating indicated serves to give the client a rough idea, but if there are particular requirements these should be stipulated on booking and all necessary clarification should be requested before the booking is finalised. In every case, each house is let as described on the website and this description will stand in the event of any dispute.

2) Bookings.

Bookings will be considered as valid on confirmation by telephone or e-mail and the receipt by Eolie Houses of the booking form and the amount due for the letting and will be confirmed in writing by fax or e-mail.

Reservation form and terms and conditions together represent a contract for the lease of the property as a holiday let.

3) Payments.

The booking form must arrive by mail or fax within 3 days of confirmation by telephone or by e-mail, together with a deposit of 30% + €30,00 in respect of administrative costs.

The amount must be received 30 days before the start date of the stay.

In the case of bookings made within 30 days of this date, the whole amount must be remitted within 48 hours.

In bookings made the week before arrival, payment must be received within 24 hours.

If these limits are passed without a remittance being made, the booking is considered to have been renounced and authorisation given to cancel the booking.

4) Refundable deposit, tidiness and cleaning.

In the letting price are included costs of water, electricity and gas, but laundry and any other services during the stay are not included unless otherwise specified.

On arrival at the property the clients are expected to pay the refundable deposit, the costs of consignment of the property and final cleaning, and any extras if specified, requested and agreed on booking such as air conditioning or heating.

The refundable deposit will be repaid on departure when the keys are handed over, subject to deductions for any damage sustained by the property. This deposit is usually €100,00 but may vary if requested by the property owner or in the case of the property being considered of superior quality: the description on the website and in the confirmatory documents will be the deciding factor in case of doubt.

The amount of the deposit will be doubled in the case of bookings made by persons under the age of 25 who rent properties with 4 or more beds and persons bringing animals where permitted by the owner. The presence of animals must be stated at the time of the booking and written authorisation will be sent by the agency along with the confirmatory documents.

If for any reason the clients are not able to return the keys to the agency representative in person, they should be left inside the house and the deposit will be refunded subsequently by post or bank transfer.

The properties must be clean and tidy when handed over. Cleaning implements are kept in the property; detergents and cloths, etc. to be supplied by the client.

Costs of consignment of the property and final cleaning (which includes cleaning the bathroom fixtures and kitchen sink with disinfectant; sweeping and washing the floors; and checking the inventory) usually vary between a minimum of €25 and a maximum of €60 and are specified on the website in the case of each property. Occasionally higher amounts may be requested for properties with particular advantages in respect of size, position and interior.

Animals: if permission has been given for animals to be included, the cost of final cleaning will be increased by €10,00. When the letting period with animals is longer than one week, final cleaning must be carried out at the end of each week and these costs must be remitted to the agency representative in a single payment on arrival.

Clients are expected to: wash up the cutlery, crockery and kitchen equipment; empty the refrigerator; dispose of all the rubbish; and replace any furniture moved during the stay. Cutlery, crockery, etc. and other equipment belonging to the property (chairs, blankets, etc.) must not be used or moved outside the house.

At least one sheet must be placed between the mattress and the person, even when sleeping bags are used. Failure to do this will result in extra costs for laundering mattress covers and/or bedcovers. All such failures will result in extra costs which will be estimated each time by the agency representative.

On handing over, the damage caused by the client (blockage of WC and sinks, detaching of electric sockets, damage to implements or furniture, stained mattress covers and/or pillowcases and/or bedcovers, broken cutlery or crockery, used light bulbs, etc.) will be debited to the client and the amount deducted direct from the deposit or requested as an additional amount if exceeding the amount of the deposit. In case of doubt or if it is not possible to inspect and quantify the damage immediately, the agency representative will withhold the whole amount of the deposit and refund any difference together with receipts for the expenses incurred, and in the case of more costly damage the agency will request a further sum from the client in respect of the difference.

5) Number of persons.

The number of persons (adults + children) occupying the property must not exceed that indicated in the description of the property. The presence of additional persons will result in the contract being annulled with no obligation to pay compensation. Exceptions will

be made in the case of agreements made at the time of booking (for example in the case of small children requiring cots or who sleep with their parents).

6) Arrivals and departures

Clients may take up occupation of the property after 18.00 hours on the day of arrival and must leave before 10.00 hours on the day of departure. Any modification of times of arrival and departure must be agreed in advance with the agency representative and is subject to the agreement of the latter, and must fit in with the requirements of other clients arriving or leaving on that day.

The client is required to call the agency representative at least 2 days before arrival to arrange for a time and place at which to meet. All costs of transfer of persons and luggage from ports, airports, etc. must be paid by the client.

7) Equipment

Beds marked with the symbol “+” are extra beds available in the properties which usually do not affect the price and are considered to afford less comfort and privacy than the normal beds.

The properties are supplied with equipment for the kitchen (such as plates, glasses and saucepans) and additional items (such as broom, dustpan, mop and 1 blanket for each bed) and furniture (such as table and chairs for the kitchen, wardrobes, bed frames and mattresses) sufficient for the number of persons expected to occupy the property.

Other items may be made available at the discretion of the owner, such as deck chairs and outdoor tables and chairs. Special requirements must be requested on booking.

Beds are provided with mattress covers, pillowcases and bedcovers. Bath, bed and table linen must be supplied by the clients themselves. When possible, it may be hired through the agency representative. Bed linen should be changed at least once a week.

Electrical appliances in the property should be checked on arrival: repairs required during the stay must be paid for by the client if due to carelessness or negligence. As the properties are sometimes situated on islands or other places where there are no electrical shops or it is difficult to call in technicians or transport large items, repairs and replacements will be carried out as and when possible. Clients must arrange direct with the distributor for empty gas cylinders to be replaced, for which they will be reimbursed, or otherwise they may ask the agency representative to carry this out for them at their convenience

8) Cancellations and changes.

All cancellations and changes must be confirmed by the client in writing.

1) Cancellations made by the client in respect of bookings carry the following penalties (in addition to loss of registration costs), in all cases calculated on the entire cost of the stay:

- a) no penalty up to 30 days before the start date of the stay;
- b) 30% from 30 days before to 10 days before the start date;
- c) 100% from 10 days before up to the start date.

In calculating the penalties the stay is considered as a single period which cannot be divided into individual weeks. The date used as the start for the calculation of days is always the start date of the whole stay, whichever week is cancelled.

2) Failure to arrive or no-show: 24 hours after failure to arrive with no communication received or new arrangements agreed, Eolie Houses will consider itself free of any commitment financial or otherwise and able to make the property re-available

3) Modifications of bookings already made: the client may up to three weeks before the start date vary the rental periods for the same house without incurring penalties provided there is availability and any difference in price is paid. Variations of periods of stay with a different choice of property will be considered as cancellations and will incur the appropriate penalties.

4) Cancellations made by Eolie Houses or the property owner: if the cancellation is expressly requested or is due to serious negligence that prevents all or part of the stay, then the amount paid will be reimbursed in whole or in part according to the period lost, or where possible an alternative solution will be offered which will exclude the client from any other financial compensation for moral or material damage sustained. If the cancellation is due to causes beyond human control preventing the normal course of the stay, should this not be rectified within 72 hours of the event or if it is not possible to change properties, all costs of the stay or the part of the stay not enjoyed will be reimbursed apart from the registration fees, excluding any other financial compensation for moral or material damage sustained by the clients. In any case, reimbursement cannot exceed the sum received by Eolie Houses less administrative costs.

9) Complaints.

Each property has been inspected and checked by Eolie Houses staff or by external collaborators and the descriptions and photographs on the Internet are genuine and included in good faith. We do not accept, with immediate effect, any responsibility for any modifications that may be made by the property owner or which occur unknown to us following our visit. At the time of consignment of the property the client is expected to check all the equipment and report any malfunctioning or anything missing within 24 hours of the hand-over. Any breakdowns will be repaired as quickly as possible within the limits of availability of materials and manpower in each locality. Any complaints must be reported to Eolie Houses immediately or at least within 48 hours of arrival. Failing that, or in the absence of our explicit authorisation, clients who abandon the property prematurely will lose any right to an eventual reimbursement for the rental not enjoyed. Any complaint made at the end of the stay or after departure will not be taken into consideration.

10) Journeys.

Eolie Houses can provide the information required in order to reach the proposed localities and any bookings (maritime, air, taxi, etc.) will be made to the carriers and authorised agencies in the name and to the account of the clients, according to the contractual conditions of each carrier.

Eolie Houses accepts no responsibility for any inconvenience resulting from the journeys and from bookings of extra services and the lettings are considered as sold completely separately from them. The services, deposits and payments are those normally required by the carriers or authorised agencies. All the bookings relating to the journeys are requested in writing and must always be confirmed by us before the appropriate payment is sent.

11) Court.

In the case of any dispute the relative authority is the Autorità Giudiziaria di Barcellona P.G. (Tribunal in Barcellona, Province of Messina).