

# Booking Conditions

- 1. Introduction.**
- 2. Stipulation, entering into a contract and payment conditions.**
- 3. Services and Prices.**
- 4. Accommodation peculiarities.**
- 5. Departures, arrivals and stays cut short or extended.**
- 6. Contract Cancellation by the Client.**
- 7. Sasinae Tour Operator Imputable Responsibility.**
- 8. Competent court.**

## **1. Introduction.**

The following general conditions constitute an integral part of the contract entered into with Sasinae Tour Operator.

## **2. Stipulation, entering into a contract and payment conditions.**

Bookings can be made directly by phone with Sasinae Tour Operator offices or by e-mail. You will receive a written confirmation. Within ten days of receipt the booking confirmation a deposit of 30% must be paid, and full payment made 21 days prior to start date. The contract will be considered binding upon receipt of the deposit.

The booking will be cancelled, if payment has not been received within twenty one days.

If the booking takes place within 21 days to the start date then payment must be made immediately for the contract to be confirmed. Upon full payment of your booking statement amount, you will receive your travel documents which must be passed to the key holder. Any other requests ( for example, accommodation near to each other for groups etc.) must be confirmed in writing.

## **3. Services and Prices.**

The prices are on weekly basis relating to periods indicated. The minimum stay period in the peak season is 7 days with arrival and departure on Saturday. During the low season, in most accommodations, length of stay can be shorter, and there are no particular conditions.

Gas, water, electricity costs, linen and cleaning departure are not included in the rental price, unless otherwise indicated. Any extra services like daily or weekly cleaning, extra linen change etc. are payable on site.

## **4. Accommodation peculiarities.**

The accommodation offered by Sasinae Tour Operator are not official category of tourist accommodation, rather these are private houses managed by Sasinae T. O. for tourists stay. The apartments description have been prepared with great care by Sasinae T.O. otherwise they reflect local traditions and personal tastes of the owners. For this reason eventual inconvenients can't be accept as complains.

If on arrival you are unhappy with the differences to the apartment wich you initially booked, we advise you to resolve the problem with the booking office. All complaints must be received by the booking office within 24 hours of your stay, confirming with a written documentation within two days of your arrival.

If this is not done you will lose the right to claim compensation.

In some areas where are located the apartments there isn't drinking water.

It is provided , by a tank, however water is good for cooking and washing.

## **5. Departures, arrivals and stays cut short or extended.**

The guest must arrive between 15.00 and 20.00, and depart by 10.00. If you are unable to arrive within this time period, contact immediately the key holder on the number shown on the travel documents, who can then, at his/her discretion, arrange another appointment.

No refund will be made if the guest is unable to occupy the apartment on the correct day or time due to travel difficulties, strikes or personal reasons. The same applies in the case of early departures.

To extend a stay, contact your booking office in good time.

The guest must show a document and the written confirmation on his arrival in order to sign the rental contract.

On receipt of the keys the tenant must leave with the key holder a deposit which can be in cash. The key holder has the right not to hand over the keys if this is not done. The apartment shall be occupied solely by the number of people mentioned in the contract. The key holder may forbid entry to outside people who are not mentioned in the contract.

The tenant will occupy the apartment respecting all the rules of the good neighbour.  
The cleaning of kitchen utensils and materials must be done by the client, as it is not included in the departure cleaning.

On departure, your deposit will be given back in full, on condition that there isn't any damages in the apartment.

Additional beds must be required on reservation with extra charge.

#### **6. Contract Cancellation by the Client.**

The client can cancel his/her booking up to 43 days before starting, with a forfeit of 10% of the stay price, from 42 up to 22 days before starting, with a forfeit of 30% of the stay price, from 21 up to 2 days before starting, with a forfeit of 80% of the stay price, from the day before starting, with a forfeit of 100% of the stay price. However the client can stipulate a complete optional insurance formula which will cover you also against cancellation charges up to one day prior to starting. The policy conditions and details relating to what you should do if you are forced to cancel your booking, are shown in the Insurance/Informationes pages.

#### **7. Sasinae Tour Operator Imputable Responsibility.**

If the accommodation's characteristics should be substantially different to what is written in the contract, as much to prevent you having an adequate stay, Sasinae Tour Operator will make every effort to make available an alternative accommodation of equal quality. In the case where other accommodation is unavailable, or you refuse for valid reasons the alternative offered, Sasinae Tour Operator will refund the full rent or a part of the remaining days stay.

No claim for damages will be received for the interruption of the contract.

Sasinae Tour Operator will not be held responsible in the following cases:

- a) Negligence or omission in services by third parties.
- b) In the case of an act of God, an event which neither Sasinae Tour Operator or its representatives (for example, key holder) with all their care, could have reasonably foreseen.
- c) Theft from the apartments.

#### **8. Competent court up.**

Any dispute regarding this present contract will be dealt with exclusively by the Lecce Court.

Sasinae Tour Operator is insured for civil responsibilities (Insurance Policy n° 15217 Europe Assistance).

Obligatory communication relating to art.16 of L269/9. Prostitution and child pornography crimes will be punished with a custodial sentence, even if these crimes have been committed abroad.