



● Affita appartamenti di vacanze ●

Sotto la Quercia
Via Territoriale 19
60010 Ostra
Le Marche, Italia
+39 366 52 15 997
info@sottolaquercia.eu
www.sottolaquercia.eu

General Terms and Conditions

By booking a holiday apartment you agree with the following conditions. Please read them carefully when you want to book.

1. Policy

- Check-in from 17h00 until 20h00. Check-out and leave the domain before 9h00
- Children of all ages are welcome. Pets are **not** allowed.
- Smoking inside the apartment is **prohibited**, Outside in the open air it's not a problem.
- There is 1 free (covered) parking space per apartment.
- Free WiFi on the entire domain.

2. Reservation

Reservation is done by mail or by phone. There are no booking fees associated with this method of booking as you deal directly with the owner. With this reservation, the general terms and conditions between the tenant and the landlord are in force. The tenant is jointly and severally liable for the fulfillment of the obligations arising from this booking agreement.

3. Reservation order and payment

Every tenant receives a reservation confirmation by email. Within 7 days after receiving the booking confirmation the tenant pays an advance payment of 50 % of the rent. By making this deposit, the booking is final. In case of late payment, we have the right to re-rent the holiday apartment.

The remaining part of the rent must be paid latest 10 weeks before the start of the rental period. If the booking is made less than 10 weeks before the start of the rental period, we request to pay the full rent immediately. In case of late payment of the remaining part, Sotto la Quercia has the right to cancel the reservation and the advance payment will not be reimbursed.

Upon arrival we will ask you a bail of 150 euro cash. Payment by bank or credit cards are not possible. Awaiting your payment, please send us a valid digital copy of your identity card to info@sottolaquercia.eu.

4. Liability of the tenant

During the stay the tenant is fully responsible and liable for the rented apartment, its furnishings and all of its related matters. The tenant will immediately compensate the landlord in full for any damage caused by his actions or the actions of his travel companions.

Use of the facilities on the property of Sotto la Quercia is at risk of the tenant.

In the event of non-compliance with the conditions and/or in the event of inappropriate behavior, the owner can deny access to Sotto la Quercia or demand immediate departure without any refund.

5. Liability of the landlord

Sotto la Quercia cannot be held liable for the loss and/or theft of valuable objects left in the accommodation nor for the damage of cars parked on the domain of Sotto la Quercia. Subsequently, Sotto la Quercia cannot be held liable for accidents on the accommodation and on the entire domain, including swimming pool.

Sotto la Quercia does not accept any liability for damage for which a claim for compensation exists on the basis of a travel- and/or cancellation insurance. Sotto la Quercia is not responsible for damage resulting from natural violence, natural disasters, attacks, strikes, violence or accidents.



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6. Cancellation by the tenant

Cancellations must be communicated to the owner by email. Upon receipt of the cancellation the owner will send a cancellation confirmation by email. If cancellation is made within 7 days after the booking confirmation the deposit will be refunded. In case of cancellation after these 7 days and up to 10 weeks before the start of the rental period, the renter owes 50% of the full amount. In case of cancellation within the period of 10 weeks before the start of the rental period, the tenant owes the full amount. Canceled reservations cannot be transferred to third parties unless there is permission of Sotto la Quercia.

7. Cancellation by Sotto la Quercia

If we are forced by circumstances to cancel your booking, we will inform you immediately and if possible we will offer you an alternative. If we are unable to offer an alternative we will fully refund the amount already paid by the tenant. The tenant has no other right than to reclaim this amount.

8. Cancellation due to exceptional circumstances

In the event of cancellation due to a pandemic or lockdown, only in case of red zone, Sotto la Quercia offers a free rebooking within the same calendar year or ultimately by April the year after. In case this is not possible, cancellation fees amount up to 50% of the total rent.

9. Cancellation insurance

Sotto la Quercia advises each tenant to subscribe a cancellation insurance. In the event of cancellation the tenant can claim reimbursement of the entire or partial paid rent, provided that the reason for cancellation falls within the coverage area of the insurance. In case of negative travel advice you can try to reclaim your advance or the amount already paid in full through your insurance.

10. Complaints

We ask you to discuss complaints immediately and we will try to rectify them in all reasonableness.

11. Price policy & extra services

Included in all our prices :

- ✓ Bed sheets
- ✓ Set of bath towels per person
- ✓ Kitchen towels
- ✓ Airco and heating
- ✓ Free WiFi

Not included in our prices:

- Tourist Tax: € 1 per person per night
- Compulsory final cleaning: €60 per apartment (€ 90 or € 120 for a stay of 2 or 3 weeks)
- Beach towels (for rent at a rate of € 5/person per stay)
- Extra single bed on master bedroom: € 20 per night
- Babybed incl. bed sheets: €5 per night

Extra services:

- We offer you a welcome drink upon arrival.
- For a stay longer than 1 week there is a weekly change of bed sheets.
- For a stay of min 1 week there is a bath towel change half a week. An extra towel change is possible at a rate of € 5 per set per person or usage of the laundry machine at € 8 per usage.
- Swimming pool with free lounge chairs, ping pong table and party games available.
- A travel plan by car and plane can be found [here](#) on our website.

Tips & Advice

We strongly recommend a GPS unit and a private (rental) car (equipped with GPS)

We will be happy to give you tips for a pleasant day out, a nice terrace or a good restaurant !