



PASSION FOR ITALY TRAVEL **BOOKING TERMS & CONDITIONS**

Please read carefully prior to completing and signing the FINAL PAGE.

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This contract is subject to all conditions set forth herein by Passion For Italy (PFI); and together with the Statement represents the entire agreement of the parties. No firm booking/contract is made until the deposit is received and processed.

2 WEBSITE INFORMATION

PFI has taken care to insure the accuracy of all information contained in passionforitaly.com. This information and pricing policies are supplied by the Italian accommodation owners and Tour operators. PFI frequently updates the properties, tours advertised on www.passionforitaly.com, but nothing in PFI brochures or www.passionforitaly.com nor any suggestion expressed by a PFI employee shall be treated as a term or condition of this Contract. The Client (*the person making this booking*) determines his/her own needs, requirements and expectations when selecting accommodation. PFI shall not be liable for any difference of opinion as to the condition or quality of the properties advertised.

3 TRAVEL INSURANCE

Clients are **strongly advised** to protect their investment by purchasing Travel Insurance. Available separately from an insurance carrier, Travel Insurance protects Clients from financial loss before and during a trip for cancellations that occur for a covered reason. PFI does not cover losses due to Client's personal or family circumstances.

4 VOUCHERS & DOCUMENTATION

Client agrees that all communications by PFI are made to the Client. It is the Client's responsibility to disseminate relevant information to members of their party. Client receives PFI portfolio containing vouchers, addresses, driving directions, contact names and telephone numbers prior to departure, providing full payment of PFI final invoice has been received and processed by PFI.

5 TRANSFERABILITY

The Client may transfer this booking to another person if unable to fulfil their booking. The request must be made to PFI in writing, requires the transferee to sign a new Booking Contract and is subject to an administrative charge of 60 euro.



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6 CANCELLATIONS

CANCELLATION OF TOTAL TRIP AFTER ALL BOOKING COMPLETED – PFI will refund the moneys returned by the Italian Owners cancellation policy if the cancellation dates meet the owners' cancellation policies (available on request from PFI) minus PFI transaction fees of 80 euro. The PFI Fee is not refundable. Cancellations inside the dates given will not be refunded.

CANCELLATION OF INDIVIDUAL HOTELS VILLAS APARTMENTS AFTER BOOKING IS COMPLETED - PFI will refund the moneys returned by the Italian Owners cancellation policy if the cancellation date meet the owners' cancellation policy requirements (available on request from PFI) minus PFI transaction fees of 20 euro for each cancellation. Cancellations inside the dates given will not be refunded.

CANCELLATION OF DAY TOURS AFTER BOOKING IS COMPLETED - PFI will refund the moneys returned by the Italian Tour Operator cancellation policy if the cancellation dates meet the owners' cancellation policy requirements (available on request from PFI) minus PFI transaction fees of 20 euro for each cancellation. Cancellations inside the dates given will not be refunded.

CANCELLATION CHARGES BY ITALIAN ACCOMMODATION OWNERS

Each Italian Accommodation has their own individual cancellation policy. Their cancellation policy will be made available to you upon request. PFI will request your credit card number which will be given to the Italian owner to be used for bookings as well as cancellation policies.

7 MODIFICATION OR CANCELLATION BY THE PROPERTY OWNER OR PFI

This Contract may be modified or cancelled at any time by the Italian Accommodation owner or PFI in any case where it is necessary to do so as a result of a force majeure or any other occurrence outside of the control of PFI. If such events occur, PFI will assist the Client by making a new booking. The Client is responsible for any rental cost increase due to a new booking. In the event a new booking is not possible, PFI will provide a full refund of monies paid for the cancelled Contract. PFI shall not be responsible for any other direct, consequential or incidental losses incurred by Client.

8 ANIMALS

Clients cannot bring animals to the properties unless specified by the property owners.



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9 PARTY SIZE

Including the Client, the number of guests lodging at any one time cannot exceed the total party size specified in the booking voucher. Failure to comply may result in additional guests being turned away and/or the entire party may be subject to eviction at their own expense. Unless otherwise stated in PFI's brochure or www.passionforitaly.com, one child under 1 year of age whose bedding is provided by the Client is not counted as part of the total party size.

10 CHILD/INFANT SAFETY

Cribs/cots bassinets for newborn babies /Beds/Bunk beds for small children - Any such equipment found at an Italian property may not conform to common International safety standards or your own country safety standards. Client use is at own risk. PFI is not liable for any accidents due to use of this equipment.

11 RESPECTFUL BEHAVIOR

Guests in Italy must act responsibly and with respect towards other neighbours, guests, the Keyholders (*the property owner or manager in charge of the property*) and their staff at all times. PFI reserves the discretionary right, acting in good faith, to require any individual to vacate a premise for disruptive or inappropriate behaviour, without any refund.

12 SWIMMING POOLS

Swimming pools (*where available*), are usually open in Italy, from the last weekend in May to the first Friday in October unless otherwise stated. Clients and all guests avail themselves of the pool, pool area, hot tub and sauna at their own risk. Italian law does not require pools to be fenced so safety and all responsibility of small children is that of the Client. Lifeguards are not provided. PFI is not liable for any accidents that occur while staying in or on the property.

13 NOT INCLUDED IN THE CONTRACT PRICE for VILLAS APARTMENTS

Consumables of any kind such as food, condiments, cleaning supplies, soaps and paper products, Heating costs and firewood are not included in the contract price. Travel arrangements, insurance and transportation are also not included in the contract price.

14 INCLUDED IN THE CONTRACT PRICE for VILLAS APARTMENTS

Unless otherwise specified in the individual property information by PFI, the normal use of water, basic cooking utensils, pots, pans, glassware, dinnerware and flatware and one set of linen per bed and one set of towels per person, per week are provided.



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15 PAYABLE LOCALLY AT EXTRA COST for VILLAS APARTMENTS

Unless otherwise specified in the individual property information by PFI, Client is required to pay for own usage of the following:-

Telephone/internet usage, cleaning services, heating (*generally available from Nov- Mar*), firewood, extra linen , electricity or gas, air conditioning.

All are payable locally in cash Euro and will usually be deducted at the end of the stay from Client's security deposit or paid at the time of delivery. Client is responsible for any amount exceeding the security deposit.

16 RESERVING EXTRA SERVICES for VILLAS APARTMENTS

Requests for added services, such as a maid or cook, must be made in writing to PFI when booking. Requests made after booking is completed are subject to a 20 Euro administrative charge. These services are not guaranteed, are subject to change and are not included in the contract price unless otherwise specified in the individual property information by PFI. PFI makes no representation as to the level or quality of the service. Payment is due in cash Euro on delivery to the Keyholder. Once ordered, a decrease in the number of hours or participants cannot be processed. Changes require a minimum of 20 days notice and are subject to 20 Euro administrative charge and keyholder acceptance. Cancellations within 20 days of the rental date are not accepted. Client cannot employ outside third party service providers.

17 CASH SECURITY DEPOSIT FOR VILLA/APT RENTAL

A security deposit in cash Euro if specified on the voucher is payable upon check-in at the property. The Client is responsible to maintain and leave the property in the same condition of cleanliness and repair as upon arrival and remove all trash to the nearest town trash and recycling receptacle. Any loss or damage to the property, its fixtures or fittings, kitchen ware, will be deducted from the security deposit. Client is further responsible for any damages exceeding the security deposit. Prior to departure, it is the Client's responsibility to obtain an account of the deposit and collect the unused portion. PFI is not responsible for the return of Client's security deposit following a rental. This is the responsibility of the Accommodation owner and Client to obtain if not received before departure.

18 ARRIVAL/DEPARTURE TIMES FOR VILLAS & APARTMENTS

Unlike hotels, arrival and departure times are fixed appointments to receive the keys to the property. Clients are scheduled to arrive at an agreed time. Missed appointments result in waiting charges and delayed or denied admittance. If needed, Clients must seek alternate lodging at their own expense until a new appointment can be set. Properties must be vacated by no later than 10 AM on the date specified in the Statement. Requests to change appointments must be made with a minimum of 7 days notice prior to the rental date and are subject to keyholder acceptance.



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19 COMPLAINTS

Although every effort is made to maintain properties in good order, wear and tear is unavoidable. Upon arrival, the Client must inspect the property and report any concerns. Should a problem relating to the property not be quickly remedied, the Client agrees to immediately notify PFI's Italian office and to remain at the property while allowing PFI sufficient time to resolve the situation or find a suitable replacement at its discretion. Failure to report a problem or condition during a rental constitutes Client's acceptance of the circumstance and negates any claim thereafter.

Complaints raised after the rental period will not be considered. In the unlikely event that PFI deems that it can neither rectify the problem nor find a suitable replacement, the Client shall accept a refund not in excess of the unused portion of the rental. Clients vacating a property without authorization from PFI and/or failing to accept the good faith remedies offered by PFI waive any claim thereafter. Disturbances or noise caused by third parties outside of the property are beyond the control and liability of PFI.

20 LIABILITY

PFI, its employees and/or agents shall not be liable for any accident, injury, death, damage or loss, expense, inconvenience or loss of enjoyment however caused, which may occur relating to this Contract and/or the property which is the subject of this Contract. Client shall take reasonable precautions to safeguard person, possessions and property while travelling in Italy.



KINDLY SCAN AND EMAIL : info@passionforitaly.com

I HAVE READ, ACCEPT AND AGREE TO ABIDE BY THE TERMS AND BOOKING CONDITIONS OF THIS PASSION FOR ITALY BOOKING CONTRACT AS SET FORTH ON THE PRIOR FIVE PAGES

NAME _____

ADDRESS _____

COUNTRY: _____

AUTHORIZED SIGNATURE OF THE CLIENT _____

DATE ____/____/____