



## BOOKING CONDITIONS 2011

### Your Stay

We kindly ask that guests arrive no earlier than 4.00pm local time and are ready to leave no later than 10.00am on the day of departure.

### Facilities

The house is equipped and maintained to a high standard throughout. For full details, please refer to our latest brochure/website. Whilst every effort has been made to provide accurate and up-to-date information, it is intended as a guide only, and we can accept no responsibility for any errors or omissions.

### Prices

Included in the price are the costs of normal electricity and gas consumption and final cleaning in preparation for new guests. Bed linen, towels and kitchen linen are all provided and, for longer stays, will be replaced weekly.

### Cleaning

A local lady is employed to clean the house once a week. For holidays of more than a week, all the bed linen and household linen, including towels, will be replaced. At the end of your stay, we request that you leave the house in a clean and tidy condition and dispose of all rubbish.

### Payment

To make a booking, please return the booking form together with a deposit (non-refundable) equivalent to 30% of the total holiday cost. The balance is payable 8 weeks prior to the commencement of your stay. We reserve the right to retain all or part of the deposit if the balance is not paid by the due date.

### Cancellation

If you should have cause to cancel your booking, you should do so in writing no less than 8 weeks prior to the start of your stay. Cancellations within 8 weeks of the start of the reserved period will be liable to charges up to the full amount due, as follows:

- Up to 8 weeks before the start of the reserved period, there will be no cancellation charge; however the 30% deposit will be retained.
- Within 4-8 weeks: 50% of the total cost will be refunded.
- Within 2-4 weeks: 25% of the total cost will be refunded.
- Within 2 weeks: No refund.

Please note: If it is possible to re-let the property for the period in question, we will refund monies paid at our discretion. However, we strongly recommend that you take out holiday cancellation insurance to cover this eventuality.

### Security Deposit

A deposit for the amount of £150 is required to be paid at the same time as the balance. This will be returned to you in full within 2 weeks of your return, subject to deductions to cover any damages, losses, extra cleaning

if the house is not left in a 'clean and tidy condition...all rubbish removed', or other additional charges for which you are liable.

### **Insurance**

We will make every effort towards ensuring that your stay in Poggio is an enjoyable one, but, we do not cover any members of your party with any kind of insurance. Therefore, we cannot accept liability in respect of any injury, loss or damage, however caused to you or to members of your party. We strongly recommend that you take out all necessary holiday insurance to cover yourselves and your property.

### **Guests**

Please be aware that, unless agreed with us prior to your departure, only guests whose names have been notified to us as members of your party are allowed to stay overnight in the house, but please feel free to invite friends who may be in the area to visit.

### **Passports**

Our house is registered with the Servizio Turistico of the Comune di Umbertide and therefore, I am required to submit passport details of all guests to the relevant tourist authorities and I will request these from you shortly before your holiday.

### **Other**

- We ask that you respect our wishes for all areas of the house to be strictly "No Smoking".
- We regret that we cannot accept pets to stay in the house.
- Due to the low ceiling height, unguarded staircase and the position of the beams in the attic, we are not able to offer this as living/accommodation space. It is understood that any use of this area is at the guests' own risk.
- We invite you to enjoy a drink from the selection of spirits and wines in the cantina. Of course, in return we will be delighted to accept any donations (at a suggested €3 per bottle of wine and €1 per shot of spirit) which you may wish to leave to our chosen charity, The Meningitis Trust (Reg. Charity No 803016, Tel: 01453 768000), with whom we have been involved for many years. Thank you.

**P.S.** "Poggio is a small, close-knit community and there is often a polite and natural curiosity in the village's visitors. As our house is in the centre of the village, we are pleased to have Italian neighbours on both sides, and we enjoy a friendly and respectful relationship with them all. Typically however, the neighbours are seemingly immune to the views that we still find so distracting, and venture out onto their terraces only occasionally to pick a few herbs or water the plants, and always well-protected against the sun!

As a family, we visit our house as often as possible throughout the whole year, and other close family and friends enjoy it for holidays during the summer months when we're not there. We let the house just a few times a year, so we hope you'll introduce yourselves as our friends to help us maintain the feeling of our house being a well-loved home, rather than a business.

Needless to say, you are very welcome in Casa Colibrì and we hope you enjoy your stay in Poggio."

*Sally & Gary Squire*