



ITALIAN ITINERARIES
for people going places

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A personally selected collection of holiday villas, country houses and apartments in Italy.



BOOKING CONDITIONS AND PAYMENT PROCEDURES 2011

IMPORTANT INFORMATION REGARDING CURRENCY ADJUSTMENTS

Prices are subject to change and/or currency adjustment

The global economic crisis caused dramatic and unforeseeable shifts in the exchange rate of the Australian dollar versus the Euro. Although currencies and exchange rates have stabilized in recent months, all prices will remain subject to change without notice.

Availability of Property & Bookings

Availability of the chosen property will be confirmed to the client as soon as possible, usually with an option for five days, but we will make no firm bookings with the property owner until the completed, signed Booking Form has been received and we have confirmation that the appropriate deposit and booking fee of A\$ 80 has been forwarded to us. Once an option is granted, an intended booking made by telephone, fax or e-mail must be confirmed within five (5) days by faxing a signed booking form to Italian Itineraries at + **61 8 9473 0592** or returning by email as an attachment or to your booking agent.

Payments

DEPOSIT: Upon confirmation of the reservation, a deposit of 50% deposit is payable unless the booking is made less than 9 weeks prior to start of rental. In that case full payment is due at the moment of booking.

BOOKING FEE: A booking fee of AUD\$ 80 applies to all bookings and is to be paid with the deposit.

FINAL PAYMENT: The balance of the total cost is due no later than six weeks prior to the commencement of rental. If not received by this time the booking will be cancelled and the deposit forfeited. For bookings made less than nine (9) weeks prior to the commencement of rental, payment must be made in full at the time of booking. Payments may be made by personal or cashier's check payable to Italian Itineraries, or by wire transfer or by direct deposit. Clients also have the option of paying by credit card (Visa or Mastercard) at the listed price in Australian dollars with a merchant fee of 2.8%.

Prices

Prices are subject to change should Italian Itineraries experience unfavorable or severe variation in the exchange rate of the Australian dollar to the Euro, compared to the exchange rates current at the time 2011 prices were established.

Important Information – We collect payment in Australian dollars **and we pay the owners in Euro**. In order to protect ourselves from exchange losses, Italian Itineraries reserves the right to adjust the amount of any unpaid balance according to the value of the AUD versus the Euro at the time payment is made to us, should there have been a significant negative variation since the time of deposit payment.

Changes and Refunds

Should the reserved property become unavailable at any time prior to commencement of the rental period, for reasons beyond our control, and if comparable alternative accommodation is not available, the liability of Italian Itineraries will cease upon return to the client of all monies paid by the client. If alternative comparable accommodation is found prior to commencement of the rental period but is not accepted by the client, the deposit will be refunded and any responsibility or liability on the part of Italian Itineraries will cease.

Alterations or Cancellation by us

It is very unlikely that we will have to make changes to confirmed arrangements prior your departure. However, if for any reason beyond our control – prior to your departure and prior to final payment being made - we are unable to provide you with the property booked, we reserve the right to transfer you to a similar and comparable property. If this is not possible, or you do not wish to be transferred, we will cancel the booking and refund the deposit.

Alterations or Cancellations by the Client

If for any reason of your own and for no fault of Italian Itineraries, the property owners or our agents, the fully paid booked accommodation is rejected or ignored by the client after arrival at the property, there will be no refund.

Security Deposit, Cleaning Fee, Extras, Heating Charges

A refundable security deposit is required at all properties. Often a final cleaning fee is also payable. These monies are to be paid upon arrival in cash in Euro (or sometimes in US dollars or travellers cheque, as indicated in the voucher). Credit card facilities are not available for payment of the security deposit at any of our properties. Utilities are sometimes an extra cost and are paid on the spot. Heating costs when applicable are paid on the spot. In most cases heating is metered and payment is based upon consumption. Extras for all properties are indicated in the price list and on our websites. The security deposit is normally refunded at your departure minus any extras or the cost of any damage incurred.

Personal and Cancellation Insurance

We strongly recommend that all our clients be covered by a Personal & Trip Cancellation Insurance which includes a high degree of personal and public liability. Please inquire with your travel agent.

Cancellations

Cancellation fees will apply as follows:

- Up to 12 weeks prior to commencement of rental: 50% of deposit
- 12 weeks to 4 weeks prior to commencement of rental: 100% of deposit
- 28 days - 0 days prior to commencement of rental: 100% of rental cost

Note: Italian Itineraries' penalties will always apply but owners of some properties apply penalties different to the above to which we are obliged in case of a client's cancellation.

Extra Services & Supplies in the House

Rental does not include food and other provisions. Normally there are no toiletries, toilet paper or detergents provided. We suggest that you shop for your groceries etc. on the afternoon of your arrival. At some properties basic groceries can be purchased for you prior to your arrival. Shops are usually closed on Sunday in Italy. Maid, cook and baby-sitting services are usually available upon request at nominal rates.

Size and Maximum Occupancy

The number of persons to be accommodated in each house is clearly indicated on the property description. These numbers are to be respected. ***Babies and all children count as persons unless the baby sleeps in a crib or cot.*** Italian Itineraries and/or the owners/managers of the property reserve the right to evict any people in excess of the specified numbers.

Travel Arrangements

You will receive instructions on how to reach the selected property, check-in details and all useful telephone numbers when payment has been made in full.

Arrival and Departure

The minimum length of stay at almost all houses is seven (7) days. Shorter stays are possible at some properties where indicated. Changeover days are Saturday unless otherwise indicated. Generally speaking arrival time is between 4:00pm and 7:00pm and departure by 10:00am on the last day. This allows time for cleaning, preparation and checking of the property. Unless special arrangements are made, you should not arrive outside the above times.

Minimum Standards & Equipment

Kitchens are generally equipped with gas or electric cooking range, oven (not always), refrigerator, sink with hot and cold water, adequate cooking utensils, crockery, cutlery, glasses and other household equipment suitable for the maximum number of persons stated to occupy the house. Linen: All bedroom, bathroom and kitchen linen is provided in sufficient quantities. Bathrooms/shower rooms have hot and cold running water, modern flushing WC. Mains electricity is normally 220/240 volts. Beds: the actual sleeping accommodation is stated in each individual house description but we cannot be held responsible for last-minute changes made by owners of which we have not been informed. Extra beds, cots/cribs, etc. are only available if previously arranged. Beds and mattresses vary in style and comfort and it must be appreciated that they may not match one's own preference. Furnishings: For additional information regarding the general standard of furnishing of a particular property, please do not hesitate to contact us and we will be happy to provide more details.

Complaints or Criticism

We have no wish to have dissatisfied customers. In the unlikely event that you have complaints or criticisms concerning your reserved accommodation, they should be reported to the key holder or the owner immediately. If your problem cannot be resolved to your satisfaction please contact Italian Itineraries and we will do our utmost to help. **Don't suffer in silence!** We have visited the properties and the descriptions contained herein are accurate and in good faith. We decline all responsibility for any modifications made by owners without our knowledge or without advising us of such modifications. **We cannot be held responsible for breakdown in the supplies of gas, water or electricity, nor of swimming pool filtration systems.** However, we or the owners or the owner's representative will make every effort to solve problems of this nature immediately if notified.

GENERAL INFORMATION

Standards and Quality.

We believe the quality of our houses is considerably above the average and that they represent good value for money. We have visited and personally inspected all properties illustrated and the description reflects the real quality of each home. Whilst every effort has been made to ensure that descriptions of properties are accurate, neither these nor any oral representation made to the client by Italian Itineraries will create liability on the part of Italian Itineraries.

What Rental Includes.

The property description lists prices, what is included and which costs are extra, to be paid on the spot. All linens are included and are changed weekly. Heating during winter months will normally be an extra charge at most properties and is based on consumption. Firewood is sometimes an extra charge. Telephone is an extra charge, metered.

Amenities

The use of the accommodation and amenities, where offered, such as swimming pools, bicycles, etc. is entirely at the user's risk and no responsibility can be accepted for injury to a user or visitor and loss or damage to the user's or visitor's belongings.

We wish you a very enjoyable stay. Thank you for your business.

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