

GENERAL CONDITIONS
MEDITERRANEAN VILLA RENTAL, INC

1. General

- These general terms and conditions apply to Mediterranean Villa Rentals, inc. (hereafter MVR) bookings. If and as far as conditions for bookings for certain holiday homes differ from these general terms and conditions, the different conditions will apply.
- The tenant must realise that MVR rents holiday homes from private third parties (hereafter the owner) and the tenant must in all cases conduct himself accordingly.
- The tenant is the person who enters into an agreement with MVR. Furthermore a tenant is the person who enters into an agreement with MVR for or in the name of the tenant who enters into an agreement with MVR.

2. Reservation and payment

- Reservations are from Saturday to Saturday unless otherwise agreed on.
- At the latest 7 days after receipt of the booking confirmation, MVR must have received from the tenant a down payment of 30% of the total rent due unless MVR and the tenant have made other arrangements.
- The remaining 70% of the rent due must be paid into the bank account of MVR at the latest 45 days prior to the stay, unless MVR and the tenant have made other arrangements.
- If a reservation is made within 45 days prior to the stay, the total amount of rent due should be transferred at once to the account of MVR.
- In case of non timely payment of the owed amounts tenant is automatically negligent. MVR will send a written reminder. If the amount owed is not received within 7 days after the written reminder, the agreement is deemed cancelled.
- After full payment of the rent due, the travel documents will be sent to the tenant approximately 3 weeks prior to the first day of the rental period.

3. Amendment by tenant

- If the tenant wishes to amend the rental agreement, MVR must give written approval.

4. Amendment by MVR

- MVR has the right to amend the rental agreement due to pressing circumstances, under which are meant circumstances which make it in all reason impossible for MVR to adhere to the agreement (f.i. sale of the home), and MVR has the right to amend the agreement due to reason's beyond MVR's control such as war, strike, natural disaster, exceptional weather conditions, death of the owner. In such a case, MVR may offer the tenant another home of same or better quality and price without being considered failing to adhere to it's obligations.

5. Cancellation

- **Cancellation Policy:**
Cancellation must be made in writing and the following charges will be applied:
30% of the full rental price - 90 to 60 days before the arrival date
50% of the full rental price - 59 to 31 days before the arrival date
80% of the full rental price - 31 to 15 days before the arrival date

- 100% of the full rental price - less than 14 days before the arrival date
- Tenant must cancel during office hours. If a Cancellation is made outside (Italian) office hours, the cancellation is considered to be made on the first following working day (Monday thru Friday).

6. Additional costs

- The rental price is inclusive of any facilities and services as indicated in the description along with weekly linen change, gas and electricity (except for the use of air-conditioning and heating). The expenses for air condition, heating and telephone, if any, will be calculated according to the consumption.
- On request and if available (at cost) a baby cot can be arranged.

7. Arrival and departure

- The changeover day is Saturday. In this regard the tenants are asked to arrive at the villa rental property between 2:0 p.m. and 7:0 p.m., in case of arrival after 7:0 p.m., a "late arrival fee will be calculated" unless otherwise specified, and to vacate the property by 10:00 a.m.

8. Number of people

- The maximum number of people agreed upon to stay in the rented accommodation must not be exceeded., unless explicitly agreed on by MVR, in which case MVR is entitled to charge supplemental costs. If, without permission of MVR, more people than agreed on stay overnight in the holiday home, the tenant is automatically negligent in regards to its obligations according to the agreement and is liable for damages.

9. End of stay cleaning

- Unless otherwise agreed, the costs of the end of stay cleaning is included in the rent. MVR requests the tenant to leave the home tidy on departure and to clean the kitchen. If tenants fail to do so, the owner, caretaker or MVR is entitled to deduct part of the security deposit as extra cleaning costs.

10. Security Deposit

- For most of the holidays homes a security deposit must be paid on arrival, which is refunded on departure minus any additional costs or damages caused by the tenant (f.e. cleaning costs, costs for breakage, damages).
- In some cases MVR will collect the security deposit on behalf of the owner.

11. Swimming Pool

- MVR is exempted from any responsibility of the swimming pool use, and require guests (including children) to assume responsibility for the use of the pool at all times.

12. Pets.

- Pets will be subject to approval and could be allowed only if they are small in size and well behaved.

13. Complaints

- Upon arrival, the client is required to inspect the property and sign the acceptance protocol. If any problem exists, the client must notify the rental agent so that any problem can be solved (including but not limited plumbing and lighting). Good faith efforts will be made at all times to correct any infrastructure problems in the villa rental property.