

TERMS and CONDITIONS

Please read the booking terms below very carefully.

The following conditions are valid only and exclusively for direct bookings, i.e. made through our website, and not through external OTA portals such as Booking.com, Airbnb and similar.

Each reservation, after its confirmation, has the value of a contract according to current Italian laws. The contract is binding for the person making the reservation and for all the other subjects mentioned therein, including minors.

RATES

The rates are per apartment, per night or cumulative for the period indicated, as required by the booking, they include water and electricity consumption and the use of all equipment including the first supply of sheets and towels. The Tourist Tax is excluded and costs € 1 (euro) per person, per day, for the first 5 consecutive days of stay. The tourist tax must be paid in cash upon check-in.

RESERVATIONS

You can make an online reservation by following the instructions available on the page <https://www.chiancabianca.it> or send a request for availability from our site via the contact page or by email at info@chiancabianca.it and wait for our reply. Following the request, a non-binding offer will be sent showing the total price of the stay, terms and conditions. The reservation is to be considered confirmed only after the payment of the deposit to be made within 48 hours of our confirmation. If the payment is not made within the requested time, the reservation is to be considered as void.

The reservation becomes binding only at the end of the bank transaction, that is when the funds are transferred to our bank account.

We will send the customer a summary e-mail or a whatsapp message which implies acceptance of our terms. We kindly ask you to check the accuracy of the aforementioned confirmation data and to notify us of any anomalies as soon as possible. The communication must be received no later than 4 days from its receipt. After this deadline we decline all responsibility for any inaccuracies.

Any changes to the reservation must be agreed in advance. However, we cannot guarantee the fulfillment of these requests. In the event of a request to change the booking dates for a period for which a higher price is envisaged, the customer is required to pay the difference between what was initially requested and the final price of the booking.

PAYMENTS

General conditions:

A deposit must be paid no later than 2 days from the date of booking confirmation. In case of non-receipt of the deposit by the dates indicated, the reservation is void. For booking requests within 7 days of arrival or which fall within the High Season period, the non-refundable balance of the entire stay is required.

The amount of the deposit is the 50% of the total amount of the stay. As required by the Italian civil code in art. 1385, this deposit will not be refunded in case of cancellation after the terms specified below or no show.

Payment methods for the deposit:

Bank transfer or Paypal (minimum payment euro 100 to which add 10 euros of paypal commission not included in the cost of the booking).

The balance of the reservation and any extras must be paid within 15 days of arrival at the facility and in any case always before handing over the keys. If the balance payment is not made within the required time, the reservation is to be understood as void and the deposit will not be returned.

Advance payment, for "Non Refundable" rate":

If this special rate is booked, if available, the full amount is requested by bank transfer at the time of booking and is non-refundable in any case.

Cancellation Policy:

Any cancellation of booking must be communicated by sending an e-mail to info@chiancabanca.it. For the cancellation conditions please refer to your booking confirmation.

In case of cancellation or changes made up to 30 days before the date of arrival, no cost will be charged and the amount paid will be returned within 14 days.

In case of cancellation or changes made up to 15 days before the date of arrival, 50% of the amount paid will be charged; the remainder will be returned within 14 days.

Otherwise the amount paid will not be refunded.

This cancellation policy is not valid for the "Non Refundable" rate (in this case the total amount of the reservation will be requested by bank transfer at the time of the reservation and will not be returned in case of cancellation).

Due to the Coronavirus – Covid-19 emergency, if restrictions are imposed by the Italian Government due to the inability to leave the regions or countries, the cancellation will always be considered free and the amount paid as a deposit it will be returned.

Early departure:

No refund is due to the guest who decides to interrupt the stay for any reason: the guest is required to pay the entire stay.

No Show:

The apartments not occupied by 16:00 on the day of arrival, with the exception of specific agreements, will be considered free and the reservation will be considered canceled without any notice with no refund of the security deposit paid.

Check in time:

The guest can enter the apartments from 4.00 pm on the first day of the booked period.

Upon arrival, it is mandatory to present an identification document for each person. People without a valid passport or identity card and minors unaccompanied by adults cannot stay.

Check out time:

The right to occupy the apartments ends at 12:00 on the day of expiry of the stay.

Children policy:

Children under the age of three, not completed on the check-in date, do not pay if they sleep in the bed with their parents. If they use a bed, if it is available, a supplement of € 1500 will be applied for the entire stay.

Children over the age of three pay regular fare.

For more details please do not hesitate to contact us.

OTHER RULES

Animals:

The presence of animals such as cats and small or medium-sized dogs is absolutely not allowed both outside and inside the apartments. In case of lack of notice of the presence of animals, a supplement of € 50.00 for each day of stay will be required upon delivery of the keys and a security deposit of € 500.00 to be returned within 15 days of departure after checking the status of the apartment on departure; it being understood that the responsibility for damage to property is entirely borne by the owner of the animal.

At the end of the stay, a supplement of € 50.00 is required for sanitizing and sanitizing the apartment.

Kitchen cleaning:

Final cleaning of the kitchen is not included in the booking. At the time of check-out, the staff reserves the right to check the state of the kitchen and if found it dirty, the cost of 50.00 euros will be charged for cleaning, at any time, even after departure.

Other visitors:

The use of the apartment is reserved only for people confirmed in the booking and duly declared to the Authorities.

Damages:

Apartments are delivered at check-in complete with the planned and functional fittings. Customers are responsible for material shortages or damage to apartments and common areas caused during their stay. The check of the apartment and the request for compensation for damage to the structure may be requested at any time, during the stay or after departure.

Pool and Garden area:

The access to the swimming pool and garden is free and reserved only for people confirmed in booking and who have signed the declaration / self-certification of good health. Customers are required to observe the regulations displayed on the poolside. It is not allowed to use the bath towels supplied with the apartment in the pool / garden area.

Prohibitions:

Private parties, events, and all those disrespectful and harmful behaviors to one's own and others' person and the structure are NOT allowed.

Major cause:

We decline any responsibility for disservices due to lack of supplies, accidental equipment failures or other causes of force majeure. We decline all responsibility for damages caused by other guests, by atmospheric events, natural disasters, pandemics, epidemics, diseases and thefts.

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