



VECCHI MAESTRI

Bed & Breakfast, Frazione San Pietro 49, Arcevia, Italia

Reservation and General Terms and Conditions

Vecchi Maestri B&B

Article 1 Introductory provisions

- 1.1. B&B owners: Peter van Doorn and Els van Doorn-Ligterink, owners of Vecchi Maestri Bed & Breakfast, located at Frazione San Pietro 49, 60011, Arcevia (AN), Italy.
- 1.2. By entering into a reservation agreement by (down) payment of the invoice of Vecchi Maestri B&B, these Reservation and General Terms and Conditions come into force and are accepted by guests and owners of Vecchi Maestri B&B.

Article 2 Conclusion and content of the reservation agreement

- 2.1. The guest will provide the necessary information to B&B owner for the conclusion of the agreement and its execution.
- 2.2. The rented accommodation is exclusively intended for the guest(s) registered on arrival.
- 2.3. The reservation agreement is only definite after receipt of the deposit.
- 2.4. The guest automatically agrees to "the terms and conditions" after the first deposit.

Article 3 Arrival time and departure time

- 3.1. The rented accommodation can be moved in from 16:00 on the first day of the reserved period and must be vacated no later than 10:00 on the last day.
- 3.2. If these arrival and departure times are exceeded, an additional day may be charged.

Article 4 Payment

- 4.1. After you have received a reservation confirmation from Vecchi Maestri B&B, we ask you to make a deposit of 30% of the agreed total rent immediately but no later than within 7 days. The reservation is only final after receipt of the deposit. If the deposit is not paid on time, the reservation will be cancelled.
- 4.2. The remaining amount must be paid no later than 4 weeks before your arrival at Vecchi Maestri B&B.

- 4.3 If you book within 4 weeks before arrival, we ask you to immediately pay 100% of the total rent to make the reservation final.
- 4.4 After receipt of the deposit (1st payment) and after the 2nd payment you will receive a confirmation of receipt.
- 4.5 The bill for (the drinks and facilities purchased during the rental period (if any)) will be drawn up on the eve of departure and settled with you.

Article 5 Important Information

- 5.1 Vecchi Maestri Bed & Breakfast is an adults-only holiday accommodation.
- 5.2 The tenant(s) must be in possession of a valid passport or tourist card upon arrival and during the rental. It is required by Italian law that an official check-in statement is drawn up for all guests upon arrival. All guests must therefore have an official document for identification. The personal data will be used in accordance with European and Italian privacy legislation.
- 5.3 The bringing of pets by guests is not allowed.
- 5.4 The owners Els and Peter van Doorn also live at Vecchi Maestri B&B together with their cat Rosso.

Article 6 Cancellation by guest

- 6.1 Cancellation must be communicated by e-mail to the B&B owner via info@vecchimaestri.com
- 6.2 After receipt of this written cancellation, the B&B owner will send a confirmation of the cancellation by e-mail.
- 6.3 In case of cancellation by guests, no refund will be made of payments already made.
- 6.4 Cancelled reservations cannot be transferred to third parties unless the guest obtains permission from the B&B owner by email.
- 6.5 A cancellation insurance against risks of illness, accident or other circumstances must be taken out by the guest(s) themselves.

Article 7 Cancellation by the B&B owner

- 7.1 If due to circumstances the B&B owner is forced to cancel the rented property, the B&B owner will inform the guest immediately and, if possible, offer an alternative.
- 7.2 In the event of not being able to offer an alternative, or not accepting the alternative by the guest, the B&B owner will immediately refund the entire amount already paid by the guest.
- 7.3 Guest has no other right than to reclaim this amount.
- 7.4 B&B owner reserves the right to cancel from his side in case of force majeure and natural disasters, without compensation for damage and the payments already made will not be refunded.

Article 8 Obligations of the guest(s)

- 8.1. Damage and loss of movable and immovable property of the landlord during the rental period must be reported and compensated by the guests as soon as possible.
- 8.3. The B&B owner may, in the event of inappropriate behaviour, deny and/or refuse guests access to Vecchi Maestri B&B, without refund of the rent.

Article 9 Liability and force majeure

- 9.1. The B&B owner cannot be held liable for loss and/or theft of personal belongings of the guests left in the accommodation or outside, nor for damage to cars parked on the grounds of Vecchi Maestri B&B.
- 9.2. Use of the facilities on Vecchi Maestri's own property is at the tenant's own risk.
- 9.3. The B&B owner cannot be held liable for damage/consequential damage resulting from an accident in the accommodation and on the entire site, including the swimming pool.
- 9.4. The B&B owner also accepts no liability for damage for which there is a claim for compensation under travel and/or cancellation insurance.
- 9.5. The B&B owner is not responsible for damage caused by natural disasters, attacks, strikes, acts of violence or accidents.
- 9.6. If B&B owner is liable to the guest for loss of rental pleasure, the compensation shall not exceed once the rent. In the event of force majeure, no claim can be made to this compensation.

Article 10 Complaint handling

- 10.1. A detected shortcoming in the execution of the agreement must be reported to B&B owner as soon as possible so that he can find a suitable solution.
- 10.2. If the shortcoming is not resolved within a reasonable period of time and detracts from the quality of the rental, this must be reported to B&B Owner without delay.
- 10.3. If the shortcoming is still not satisfactorily resolved and gives rise to a complaint, the tenant must report it to the B&B owner in writing and motivated as soon as possible.
- 10.4. B&B owner will make a concession to the guest when the complaint is assigned by B&B owner to be assessed.

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