



CINQUE TERRE RIVIERA

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Penalties Excerpt from Cinque terre Riviera Rental Agreement

Complete Rental Agreement at following link

<https://cinquetterriviera.com/wp-content/uploads/2017/11/2018-Rental-Agreement.pdf>

7. CANCELLATION AND DATE CHANGES PENALTIES

Cancellations

Due to the peculiar kind of reservation we make, exclusive private villas and apartments, and the high demand for them, we have to follow special terms for cancellation and amendments. Please, carefully read detailed cancellation policies at time of reservation, so not to incur in unpleasant "surprises" when a cancellation may occur.

7.1 APARTMENTS / COUNTRY HOUSES / ROOMS AND B&B

- for cancellations received **from reservation date to 91 days before arrival NO PENALTY** (eventual paid amount will be refunded minus **15.00 euros fees**)
- for cancellations made from 90 days to 31 day before arrival, penalty amount 30% of total reservation amount (if full amount has been paid in advance, difference will be refunded)
- for cancellations made from 30 days to 0 days before arrival, penalty amount 100% of total reservation amount (if full amount has been paid in advance, difference will be refunded)

7.2 VILLAS /COUNTRY HOUSES

- for cancellations received **from reservation date to 91 days before arrival NO PENALTY** (eventual paid amount will be refunded minus **100.00 euros fees**)
- for cancellations made from 90 days to 61 day before arrival, penalty amount 50% of total reservation amount (if full amount has been paid in advance, difference will be refunded)
- for cancellations made from 60 days to 0 days before arrival, penalty amount 100% of total reservation amount (if full amount has been paid in advance, difference will be refunded)

SPECIAL EVENTS

For special events and peculiar properties more restrictive cancellations penalties may be applied. Holidays, trade-fairs and other special events could change these cancellation terms. You will be promptly informed of exceptional cancellation policies at the moment of reservation. In order to calculate your cancellation fee, 10:00 a.m. (Italian local time) of check-in date will be considered.

Your reservation can be cancelled contacting Cinque Terre Riviera offices via e-mail on working days (or, in case of emergency, or closing days, you will have to contact the mobile number we will give you with your confirmation).

Once the reservation has been cancelled, we will send a cancellation notice stating the cancellation fee to your mailbox.

Our accounting department will credit your account with the amount minus penalties and cancellation fee.

To protect against cancellation caused by unforeseen events, such as illness in your family, worker strikes and more, Cinque Terre Riviera recommends purchasing trip cancellation insurance to provide recourse for deposits and balances paid.

7.3

Date Changes

- I. Date changes made between booking date and 8 weeks before arrival are subject to a penalty fee of 50,00 eur + possible difference in rate due to customer request for a higher rated period.
- II. Date changes made between booking date 8 weeks before and the date of arrival are subject to a penalty fee of 100,00 eur + possible difference in rate due to customer request for a higher rated period and possible cancellation penalties as from the table above, if the accommodation cannot be sold to other customers.

Sometimes, if You have to cancel, exchanging booked week for a future week may be possible subject to availability and the owner's acceptance. Any postponements or exchanges are entirely at the discretion of the owner or property management.

There may be additional charges for villa price increases.

Cinque Terre Riviera does not guarantee exchanges and makes no representations or warranties regarding a customer's right to exchange. When permitted, only one scheduled exchange will be allowed. Beyond that the cancellation policy as per point 7.1 will be enacted in full.

8. REFUNDS

Cinque Terre Riviera does not provide refunds for any reason beyond that which is covered in these terms.

Refunds by Cinque Terre Riviera are not provided for declarations of war, acts of war, travel alerts or warnings issued by the Italian government or any other government, airline related stoppage or re-routings, or any other events beyond its control.

Cinque Terre Riviera will not be held liable or provide any refund due to the condition of certain amenities, including air conditioning, dishwasher, washing machines, private telephones, wifi, lack of heating during forbidden season (Apr 1st - Oct 31st) and other appliances.

Where pools are provided, the general season for pools in Italy begins June 1 and ends September 15. Most pools are not heated. Neither fans nor air conditioning are generally provided in any of the villas or apartments in Italy, unless stated otherwise. Clothes washers are provided only on occasion.

The rental descriptions are provided by the property owners and updated as currently as possible when new information is forwarded.