



## Penalties Excerpt from Cinque terre Riviera Rental Agreement

Complete Rental Agreement at following link

<https://cinqueterriviera.com/wp-content/uploads/2019/03/Rental-Agreement-2019-1.pdf>

### 7. CANCELLATION AND DATE CHANGES PENALTIES

#### 7.1 Cancellations

##### APARTMENTS / ROOMS AND B&B / VILLAS / COUNTRY HOUSES

- for cancellations received from reservation date to 14 days before arrival NO PENALTY. Deposit amount will be refunded to customers
- for cancellations made from 13 days to 0 days before arrival, penalty amount 100% of total reservation amount. No refund will be issued.

Please, carefully read detailed cancellation policies at time of reservation, so not to incur in unpleasant "surprises" when a cancellation may occur.

Please, note: some exclusive private villas and apartments and/or for special events may follow special, more restrictive terms for cancellation and amendments. Eventual exceptional policies will be published on the property page and you will be informed of them before you will proceed with final booking.

#### 7.2 How to cancel

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.

If you paid as deposit a higher amount than cancellation fees, our accounting department will credit your account with the due 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

1. **Date changes made between booking date and 14 days before arrival are not subject to penalty fees.** Consider that if you transfer your reservation to a date with higher rates, the amount for your stay will be recalculated and you will have to pay the difference in rate.
2. **Date changes made between 14 days and arrival date are subject to 100% penalty fee and treated as cancellations** (see above 7.1). We will anyway contact the owner ask for his/her approval to move your stay to other dates. Any postponements or exchanges are entirely at the discretion of the owner. Fees may apply according to owner's decision. Consider that if you transfer your reservation to a date with higher rates, the amount for your stay will be recalculated and you will have to pay the difference in rate.

### 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.

**8.1 COVID-19 pandemic special terms: due to the exceptionality joined to pandemic, in caso of cancellations for proved and undeniable reasons that show the impossibility of the guests to reach and stay at booked property, in accordance with the Decreto issued by the Italian Government on March 17, 2020 n. 18 and following law article 88-bis, Cinque Terre Riviera will issue a refund voucher with 1-year validity, with the possibility of extension up to 18 months total from date calculated from the date of original stay.**