

RENTAL POLICY

RESERVATION and CANCELLATION POLICY

NOSTROMONDO® can collect requests of reservation by telephone, by e-mail, by the booking engine of the website and through Online Travel Agency. Each reservation is then completed via a confirmation email from the Staff.

Each reservation includes the price of the stay (RATE per NIGHT for NUMBER OF NIGHTS); FINAL CLEANING FEE and CITY TAXES; and any extras agreed between the parties.

In case of reservation directly finalized by the staff through email or through the Booking engine on NOSTROMONDO® website, the following ones are provided:

- **A CANCELLABLE rate** , refundable up to 15 days before the arrival date for which a down payment is required to confirm the reservation and it must be between 30 and 50% of the total amount of the nights. The balance is due 15 days prior to check in. Payment can be finalized by Wire Transfer (international fees charged to the Guest) or by Credit card.
In case of cancellation before 15 days from the check-in date, the amount will be refunded using the same method applied during the payment phase. In this case, the balance won't be due.
In case of cancellation after 15 days from the check-in date, the amount paid is not refunded.
The amounts of final cleaning (between 30 and 60 euros, according to the type of apartment) and City tax (3.50 euros / night / person) are required in cash upon arrival. These ones are not due in case of cancellation.
- **A NOT REFUNDABLE rate:** in this case, advance payment of the amount of the nights is required at the time of finalizing the booking to confirm it. Payment can be finalized by Wire Transfer (international fees charged to the Guest) or by Credit card.
In case of cancellation, at any time, the amount paid is not refunded.
The amounts of final cleaning (between 30 and 60 euros, according to the type of apartment) and City tax (3.50 euros / night / person) are required in cash upon arrival. These ones are not due in case of cancellation.

If NOSTROMONDO® does not receive the payment (down payment or total amount) within 7 days from the booking agreement, NOSTROMONDO® Staff may deem the booking offer lapsed and may free the dates to rent the property again to other potential Guests. Conversely, the reservation is confirmed via email as soon as payment has been verified by NOSTROMONDO®. Only upon completion of this phase, the "requested period" can be considered booked. Together with the booking confirmation, the Guest will be sent complete details of the facilities provided and instructions on how to reach the accommodation.

REFUNDS

No refunds will be made for cancellation or interruption of the stay before the agreed check out date; for transport interruptions due to strikes, weather or illness. NOSTROMONDO® strongly advises all Guests to consider the possibility of taking out travel, accident, medical and personal insurance. NOSTROMONDO® does not offer any cancellation insurance; it does not assume any responsibility for any accidents, injuries, losses or damages suffered by tenants. If the Customer does not cancel the booking or does not arrive for the period of stay, the entire amount paid will be cashed. NOSTROMONDO® will not issue refunds for situations resulting from exceptional events, including evacuations, without travel insurance coverage.

OCCUPATION

The apartment is exclusively reserved for the number of Guests communicated at the time of booking. Access to unauthorized persons is forbidden.

If the max number of guests is exceeded, the owner or the reception staff reserves the right to refuse or cancel the reservation.

Guests may not use the structure for purposes other than those of private tourist residence, unless otherwise agreed, in advance with NOSTROMONDO® Staff.

In the case of hosting children (within 2 years old), it is possible to arrange for the accommodation of a travel cot, at an additional cost to be agreed. The request to provide with a baby crib must be notified within the day before the check in.

Guests may not engage in any activity or practice that is or could become a pain to the Owner or occupants of other apartments in the building, or adjacent, that could invalidate any insurance policy spaces made on the property.

If the Guest proposes to organize an event (such as a party, a dinner, an aperitif, a meeting, preparation for a wedding, a photo shoot and / or to shoot clips / videos / scenes) , it is mandatory sending a request via email to NOSTROMONDO® at least 15 days in advance and wait for acceptance in writing, with times and costs to be agreed.

CHECK- IN/CHECK- OUT

CHECK-IN is available between 3.00 pm and 8.30 pm. The arrival time must be confirmed by appointment.

CHECK-OUT before 11.00 am. The departure time can be communicated after the access phase.

Any early check-in (not before 11:00 am), if available, could be confirmed by the reception staff only the day before arrival.

Any late check-out (no later than 1.00 pm) could be allowed, if available, informing the guest only the evening before departure.

For late check-ins (between 8.30 and 11.00 pm) an additional fee of Euro 20 is required. For late check-in after 23:00, the additional fee is Euro 40. Payment methods: in cash upon arrival to the reception staff.

In the event of a delay to the agreed time, the Guest must call and notify to NOSTROMONDO Staff on the numbers that will be provided together with the booking and stick to the new agreed time based on the staff new availability.

Some apartments have SELF CHECK-IN. The access and exit times remain those already provided:

G.A.MON. SRL

Sede Ufficio: Via Cimarra, 44B – 00184 Roma

Sede Legale: Via Palombara, 32 - 67062 Magliano de' Marsi (AQ)

P.IVA 01731930663

CHECK-IN from 3.00 pm, without time limits or supplements for late arrivals.

CHECK-OUT before 11.00 am.

It is necessary to inform the reception staff of the arrival time to ensure remote assistance.

If the Guest does not feel comfortable with the autonomous check-in and wants to be met by a member of the staff, the cost of the service is € 15 to be paid at check-in (+ € 20 for late arrivals after 8.30 pm; or +40 € for later arrivals, after 11.00 pm).

Upon arrival, the Customer must show a valid identity document, both his own and the ones of all guests, to allow registration with the competent Police Headquarters, according to the requirements of the Italian law.

In case of autonomous check-in, the documents will be requested in advance via Whatsapp or e-mail.

LINENS/TOWELS and FINAL CLEANING

Linen set consists of sheets and pillowcases for the bed and towels (shower towel, face towel and little towel) + bath mat.

One set per person is provided for 3 days. In the case of longer stays, the change of linen (one set per person) is already available in the wardrobe, available to the guest, who can use them independently.

The bed is already dressed with sheets and pillowcases. They are also provided as a change in the wardrobe, in case of stays longer than 3 days.

If additional linen is required, the cost is 7 Euro / set per person.

The cleaning service takes place only upon check-out. For stays longer than one week, an additional cleaning schedule can be agreed in advance with the guest, at a cost to be agreed in advance

DEPOSIT DAMAGE FEE

Each guest is responsible for his own behavior in the house and in the surrounding area. In the event of accidents attributable to him, he will be called to pay compensation. All reservations, therefore, require a fee for accidental damage (quantified on the booking confirmation), which will be deposited upon arrival (in cash in Euros or by storing the credit card data, for a pre-authorization of the amount) using the appropriate form to be completed and signed through the reception staff.

This fee covers accidental damage caused to the rented house and it is refundable upon departure, after deduction of any loss or damage caused by the Guest, for any additional cost not included in the rental price.

THE OWNER OR HIS REPRESENTATIVE MAY REFUSE ACCESS TO THE STRUCTURE IF THE CUSTOMER DOES NOT DEPOSIT THE DAMAGE FEE ON ARRIVAL.

The Customer agrees to indemnify the Owner for any damage to the house and the surrounding spaces and furnishings, caused by the negligence of the Guest himself or any other third party present during the stay.

NOSTROMONDO® assumes no responsibility for any accidents, injuries, losses or damages suffered by tenants. After the Customer enters the apartment, no refunds will be made for departures before the day and the scheduled check-out time.

Each guest is required to take care of their personal effects and valuables left in the apartment; the owner is not responsible for their unfortunate removal.

ADDITIONAL SERVICES

The request must be submitted to NOSTROMONDO® at the time of confirmation, or at least 48H before the service requested. Any applications submitted after booking or with very short notice are subject to availability. PAYMENT MUST BE IN CASH ON ARRIVAL TO THE OWNER OR HIS REPRESENTATIVE. Cancellations of extra services must be communicated 1 week before arrival and are subject to management fees.

KEYS

The Guest is given the keys for accessing the building and / or the apartment. In case of loss and / or deterioration of the keys, as well as forgetting the keys inside the house or in the lock inside the apartment, timely notice must be given to the NOSTROMONDO Staff.

Any costs for replacing locks, remaking of keys, requesting the presence of the Staff for reopening will be borne by the Guest (minimum € 10 - maximum € 250).

ANIMALS

At the time of booking, the Guest is obliged to notify NOSTROMONDO® of the presence of any pets, communicating their species and size, which are therefore only allowed upon explicit request and prior authorization. Agreeing on the presence of an animal requires a supplement for final cleaning (min Euro 50 - max Euro 100) to be paid at the time of check in.

If their presence is accepted, the Guest is required to check their pet inside the apartment, to preserve furniture and furnishings.

Pets can still be refused. Any unauthorized presence gives NOSTROMONDO the right to interrupt the guests' stay in the rental and cancel their reservation. Guests will be subject to payment of the full amount of the stay and a fee of Euro 250 for final cleaning may be charged.

SMOKE

NOSTROMONDO DOES NOT ENCOURAGE SMOKING and recommends limiting it to ONLY outdoor space outside the apartments. In case of detection of stains, burns, cigarette butts and / or smell of smoke in the apartment at the time of check out and subsequent cleaning, a penalty between 250 Euros and 500 Euros will be charged to the Guest who stayed there.

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AGE REQUIREMENTS

During the entire stay, there must be at least one person over 20 years of age among the occupants of the structure. Otherwise, the guest must provide a self-declaration issued and signed by a parent or legal guardian who assumes all costs, damages and responsibilities, providing a copy of an identity document and the data of a credit card (Mastercard or Visa) as a guarantee.

RESOLUTION BY THE OWNER

For any incorrect attitudes, unruly behavior, disrespect for the rules, NOSTROMONDO® and the Owner reserve the absolute right to require each Guest to promptly vacate the rental property, without any reimbursement.

ACCOMMODATION REPLACEMENT

On the rare occasions when circumstances oblige NOSTROMONDO® to cancel Guest's booking, or in the case that the owner of a property decides to remove his apartment from NOSTROMONDO® management, the Guest will be provided with a similar accommodation, at the agreed price. If the comparable characteristics are not available, the Customer undertakes to accept, with a the full refund of the entire amount paid for the rental.

CLIENT COMPLAINTS

If the Guest (and the members of his group) have any issues during a stay, they must immediately notify NOSTROMONDO Staff by contacting the telephone number provided during the reception phase or through the email addresses. Complaints notified only after departure may not be taken into consideration.

OWNER CLAIMS

In the event of complaints from neighbors or residents of the building due to noise or any other undisciplined and antisocial behavior, the Owner or his Representative reserves the right to immediately cancel the reservation without any refund of the amount paid, and the Guest will be obliged to leave the apartment immediately.

VENUE

In the event of a dispute regarding the booking and the lease, only the Italian laws can be applied.

The reservation made by the Guest implies that the NOSTROMONDO General Conditions of stay have been read, understood and accepted without reserve or exceptions. If one of the conditions of this contract has become invalid or no longer valid or if there is a gap in this contract, the other conditions cannot be contested.

GENERAL RULES

Any annoying noise is forbidden from 2.00 pm to 4.00 pm and from 11.00 pm to 7.00 am

The Guest is requested, before leaving the accommodation unit, to lock the door and lock the windows, to close the umbrella on the terrace, to turn off the lights and all electrical appliances (TV, air conditioning, hob ...) and to close the water taps.

The owner of the structure has the right, in the absence of the guest and in particular circumstances, to enter the apartment to avoid the occurrence of possible damage or dangers, promptly informing the guest of their entry.

In case of loss or damage to systems, furniture, appliances or equipment of the apartment, the guest is required to notify NOSTROMONDO staff without delay. If the loss or damage is attributable to the guest, the latter will be required to pay compensation equal to the value of the lost object or the damage caused.

It is strictly forbidden to remove appliances, furniture or parts of the equipment supplied (towels, blankets and the like) from the apartment.

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