

RENTAL POLICY

PRICES

Rental policies are made on behalf of the Owner of the property at the prices stated in the web pages of NOSTROMONDO or on the agreed rates. On-line rates are based on market conditions applicable at the time of realization of the NOSTROMONDO web site.

BOOKING AND PAYMENT POLICY

To secure a booking the Renter is requested to deposit between 20% and 50% of the total rental in advance. This prepayment is due at time of booking via a money transfer to the reference Bank account in Italy, Credit Card or PayPal. The deposit is due within 7 days before arrival or the Owner may feel free to rent the apartment to other customers.

Please note, as soon as the payment of the deposit is processed the Property Owner or his Representative will confirm the rent. At this stage the "requested period" can be considered secured. The balance should be paid in cash upon arrival at the property or by credit card if agreed in advance at the time of reservation. After renting confirmation the Renter will be sent full contact details of the property, and instructions about how to reach the accommodation. In the event that an advance payment is not processed for any reason, NOSTROMONDO Staff will immediately contact the Renter to let him know and resolve the problem. After several failed attempts to receive the payment NOSTROMONDO Staff will inform the Renter about the impossibility to secure the booking.

RENTALS

The minimum rental period is generally a 3 night stay. NOSTROMONDO reserves the right to modify the prices in the price list when necessary. The number of persons (adults and children) must not exceed the number of sleeping places indicated in the web pages, except in the case of infants (under 2 years old) it is possible to provide a travel cot if the Customer brings its relevant bed-linen. In the event that the maximum number of individuals is exceeded, the Owner reserves the right to refuse or revoke the booking. The substitution of persons during the rental period is forbidden unless previously agreed with NOSTROMONDO Staff. If the Client intends to host an event such as a wedding, it is required that NOSTROMONDO is notified prior to the arrival at the property and must be agreed upon in writing by the Owner. The Client must not sub-let or assign the rental of the apartment, unless previously agreed by the Owner. NOSTROMONDO will allow the transfer of a client's reservation to another person/party. The request must be sent in writing to NOSTROMONDO for approval and is subject to an administrative charge of Euro 100. The Client and his guests are responsible for securing their personal belongings including jewellery and other valuables, as well as the house, which includes locking all doors and windows while away. The Client may not use the properties for any other purpose than of a private holiday residence for the accommodation of the Client and his guests unless otherwise agreed upon in writing by the Owner. The Client shall not engage in any activity or practice that is or may become a nuisance or annoyance to the Owner or the occupants of adjoining land, or that might invalidate any insurance policies effected on the property.

CHECK IN/OUT

The arrival/departure must be agreed and confirmed by appointment and should be as follows: Arrival between 3.00 pm. and 8.30 pm. / Departure till 11.00 am.

Any change to the arrival date and arrival time must be advised and approved by NOSTROMONDO Staff at least 7 days in advance. In case of unavoidable delay on arrival, the Renter must call NOSTROMONDO Staff at the contact numbers. Arrival after 8.30 pm. will be considered late check in with a fee of Euro 20 to be paid upon arrival to the Owner or his Representative. In case of late check-in after 23.00 pm. will be requested a fee of Euro 40 to be paid upon arrival to the Owner or his Representative. In the event that the owner or his Representative are not available and it is not possible to advise the Owner or his Representative of a late arrival, if the late arrival was not previously advised of or if event that the owner cannot accept a late arrival,

the Renter alone is responsible for the cost of the overnight stay in a hotel. The Owner or his Representative who are then obliged to make an unplanned displacement to the property, are entitled to claim from the Renter the reimbursement of their expenses. On arrival the Renter must show the rental voucher as well as all guests' passports or identity cards to the Owner or his Representative to enable them to proceed with their registration in accordance with Italian legal requirements.

TOWELS CHANGE AND CLEANING SERVICE

Towels change is every 3 days and cleaning service happens at check-out and/or every week. The cleaning fee is communicated, according to stay and accommodation, before booking confirmation. The fee must be paid in cash upon arrival to the Owner or his Representative.

CANCELLATION POLICY

Any cancellation must be in writing and addressed via fax (+39-0691717937) or email. The effective date of cancellation is when the written notification is received by NOSTROMONDO Staff.

CANCELLATION PENALTIES ARE SET OUT AS FOLLOWS

- a) recess from confirmation up to 45 days prior to arrival: refund of the total deposit paid
- b) recess from 45 to 30 days prior to arrival: refund of 50% of the deposit paid
- c) recess from 30 up to arrival or no-show: no refund of the deposit paid

ACCIDENTAL DAMAGE FEE

All reservations require an Accidental Damage Fee (stated on the booking confirmation) due upon arrival (by storing Credit Card details as a Guarantee, signing a form) to the Owner or Representative. This fee will cover any accidental damage caused to the rented house and is refundable upon departure less any deduction made for loss or damage caused by the clients, or for any additional costs that were not included in the letting price. THE OWNER OR HIS REPRESENTATIVE CAN REFUSE ACCESS TO THE PROPERTY IF THE SECURITY DEPOSIT IS NOT PAID AT THE TIME OF ARRIVAL. Should the Renter decide to leave the property prematurely the owner or his Representative is authorized to refund the deposit to the Renter by post (less any deductions for damages or any additional expenses) and only after having checked the inventory and the property in question. The Renter agrees to indemnify Owner for any damages to the dwelling or grounds and to furnishings, caused by negligence of the Guest or any member of his/her party that occur during the guests stay.

REFUNDS

No refunds will be given for cancellations or interruption due to inclement weather or illness. NOSTROMONDO strongly advises all tenants to consider insurance needs in relation to travel, accident, medical and personal cover. NOSTROMONDO does not offer cancellation insurance.

NOSTROMONDO can not accept liability for any accident, injury, loss or damage sustained by tenants.

Once the Renter has checked into the property, no refund will be made for early checkouts. If he does not cancel the reservation and does not arrive for the rental period, all monies paid will be forfeited.

NOSTROMONDO will not issue refunds for situations arising from hurricanes, including evacuations, without Travel Insurance coverage.

RATES

Rates do not include the administration fee (check-in/out), damage waiver fees. If not stated in the booking confirmation, rates do not include the cleaning fee that will be communicated, according to stay and accommodation, before booking confirmation. Rates, terms and taxes are subject to change without notice.

ADDITIONAL SERVICES

For properties offering extra services the request must be made in writing to NOSTROMONDO upon



confirmation. Requests made after booking are subject to availability. PAYMENT IS DUE FULL IN CASH UPON ARRIVAL TO THE OWNER OR REPRESENTATIVE. Cancellations of extra services must be made no later than 1 week prior to arrival and are subject to the administration fee.

LOCK OUTS

There will be a Euro 50 charge for anyone who locks themselves out of a unit and requires additional keys made readily available for re-entry. The fee will be deducted by the Accidental Damage Fee.

PETS

The Renter is obliged to advise NOSTROMONDO at the time of booking if he is bringing any pets with him and he should communicate numbers and size. Pets are admitted only under request and subject to the Owner's authorization.

It is compulsory for the Renter to supervise pets within the communal areas of the accommodation.

Not authorized pets entitle NOSTROMONDO to terminate both guest's occupancy of the dwelling and reservation. The guests will also forfeit all rent and may be charged a Euro 250 cleaning fee.

SMOKING POLICY

NOSTROMONDO DISCOURAGES SMOKING and recommends limiting smoking ONLY outside the apartments.

TERMINATION BY OWNER

In the event that the owner of a property elects to remove his property from the management responsibilities of NOSTROMONDO, the Guest agrees to hold NOSTROMONDO harmless.

In such event, the NOSTROMONDO agrees to provide the Guest with a comparable property at the original rate. If comparable properties are not available, the Guest agrees to accept a full refund of all monies the Guest has paid for the rental of the property during the agreed rental period in lieu of any other possible damages. NOSTROMONDO and the Owner reserve the absolute right to require any individual to vacate a rental property for disruptive behavior without any refund.

PROPERTY SUBSTITUTION

On the rare occasions in which circumstances force NOSTROMONDO to cancel a client's reservation, NOSTROMONDO agrees to provide the Guest with a comparable property at the original rate. If comparable properties are not available, the Guest agrees to accept a full refund of all monies the Guest has paid for the rental of the property during the agreed rental period in lieu of any other possible damages.

AGE REQUIREMENTS

There must be at least one individual over 20 years of age who will occupy the property during the entire stay or reservation must be signed and authorized by a parent or legal guardian who will share responsibility for all costs, damages, etc.

FURNISHINGS

Furnishings of the homes are NOT to be moved, changed or rearranged.

RENTER COMPLAINTS

If the Renter or his guests have any problem during a stay he must notify NOSTROMONDO Staff contacting the Emergency Complaints Number previously provided during check in. Complaints notified only after vacating the property cannot be taken into consideration.

AGENCY/OWNER COMPLAINTS

In the case of complaints coming from neighbors or inhabitants of the apartment building due to noise or any other antisocial behavior, the Owner or his representative reserves the right to immediately cancel the

reservation without refund of monies paid, and the renter will be obligated to vacate the apartment immediately.

JURISDICTION

In the event of controversies arising from the booking and the letting, only Italian law applies. By making the booking, this implies that NOSTROMONDO Rental Conditions have been understood and have thereby been accepted without reserve and without exception. If any of the conditions of this contract have become invalid or were invalid or if in this contract there should be a gap, the other conditions cannot be contested.

Client Acceptance Signature

Roma
