

# TERMS AND CONDITIONS

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1. Booking will be confirmed only when the customer will send a "down payment" equivalent to the 30% of the total amount of the accommodation price.  
The payment has to arrive to: "Residence Pollice Mare S.a.s." within twenty four (48) hours after the date of reservation.  
You could send the down payment:
  - by bank-draft to be credited to: "**Residence Pollice Mare S.a.s.**", to the care of **Banco BPM**", **IBAN IT 46 X 05034 41130 00000 208436 SWIFT CODE: BAPPIT21Q82, situated in Termoli (CB)**.Together with the down payment it is necessary to send the terms and conditions signed as totally accepted and the booking registration form, filled with all the names of the people who will occupy the room or the apartment. It is possible to make the reservation by telephone, fax, postal mail, e-mail or internet.
2. Reservation guarantees the number of accommodations not the location of it. The Management, according to the accommodations' availability, always tries to respect the preferences expressed by the customer when booked.  
Services included in the price such as:
  - Garage parking (not guarded);
  - Position on the beach (with a sun-umbrella and two deck-chairs)are absolutely related to the type of accommodation and its number so they cannot be changed.
3. The accommodation is for four or six people, included the newborn babies. If the family unit, exceptionally, gives hospitality to another person, more than the real number of people communicated when booked, the Management will apply the "added presence" rate, as specified on the list.  
In addition, the Management explains in details that:
  - The "added presence" makes reference to a minimum of seven nights. It has to be considered a weekly price, so eventually single "added presence" nights needed, to be arranged with the management, will be charged € 30,00 per night, per person.
4. No family substitution is accepted. Only those families, who previously had reserved the apartment, will be admitted into the Residence. Once arrived the family unit should be of the same number of people which figures out in the booking registration form. If the family will be larger compared to the number of people booked on the reservation, even if children, the Management has the right to delete the reservation and to keep the down payment. In case of cancellation the management has the right to keep the down payment. If the cancellation will occur within less than 10 days before the arrival date the client will pay the total amount of the stay. Cancellation of the reservations has always to be communicated by fax, letter or e-mail.
5. It is possible to take the accommodation, as soon as it will be available, from 17.00 pm to 20.00 pm of the expected day of the arrival and it is necessary to check-out before 9.00 am on the departure date. Arrivals and departures hours could be different only under exceptional circumstances authorised by the management. In case of late arrivals or earlier departures respect to the dates booked no discounts and no refunds will be applied.
6. All the apartments are completely furnished as items list delivered on arrival to the customers. All items are working except for the kitchen ovens out of service for safety reasons. Rooms and apartments have telephone, fridge, dishes and TV colour. You must leave the accommodation in the same conditions you have found it (there will be a check by the management at the end of the stay). Before leaving the costumers must:
  - switch off the water-heater;
  - close the gas;
  - empty out the dustbin;
  - leave the dishes perfectly cleaned.If customers leave this corner in particular dirty conditions a € 50,00 of penalty will be applied.
7. All the apartments receive an ordinary cleaning service. If extraordinary cleaning services are needed it has to be expressly requested to the Management when booking. An additional price will be applied for this kind of service. All the apartments have to be delivered on departure by customers in the same conditions the clients have found it when arrived. Before leaving the apartment customers will have to switch off the heater and all electric devices, turn off the gas switch and empty the dustbin.
8. According to the law all customers are responsible for the present members inside the apartments and they are requested to show valid id documents for all members of the apartment at their arrival.
9. The payment of the rest of the stay has to be done once checked in at the reception showing the down payment receipt.
10. At their arrival, customers have to leave a security cash deposit of € 100,00 for the two rooms apartment and € 150,00 for the three rooms apartment. This deposit will be returned to customers at their departure except for the case of damages reported to the apartment or the items in it. If the apartment will be leave when the reception is closed or after 19.00 pm the Management will keep the deposit and after having checked the apartment it will return the deposit by ordinary postal order or bank draft.
11. The Management has no responsibilities for objects or things that the guests leave in the apartment. Also there are no responsibilities for cars stealed or damaged in the n-guarded car park and in the garage. Children have always to be accompanied by their parents while using the games on the beach, or in the Residence's park. Parents are directly responsible for their children. The Management doesn't admit any people under eighteen years old in the Residence unless accompanied by their parents during all the stay.  
In order to guarantee the serenity and the rest of Residence's guests, in the flats it's absolutely forbidden:
  - the use of clogs or noisy shoes;
  - to drag furniture or chairs;
  - to keep voices, television and radio volume loud.The Management requires respecting the silence, in particular during the following hours:
  - from 14.00 p.m. to 16.00 p.m.
  - from 23.00 pm to 8.00 a.m.It's also forbidden:

- to hang linen out of the flats;
- to drive nails in the walls;
- to dirty the walls and to damage the apartments and the furniture.

It's expressly forbidden to modify the arrangement of the furniture inside the apartments and to move the furniture or other things (included chairs) from one flat to another.

12. For families willing to take with them small size pets, with a regular vaccine certificate, the Management has the responsibility to authorize them; for this added service, costumers will be charged a daily price of € 6,00; furthermore, they will take care of animals' health, cleaning and eventual damages caused by them to the residence or to other guests present in the Residence.
13. Other quest's visitors aren't admitted, because the water's surges, the drainages were built only to answer to the needs of a limited number of guests, so the Management absolutely wants to avoid overloads or damages to the residence. Costumers who want to introduce friends or relatives inside the residence have to ask the permission to the Management. Guest's visitors will give their personal identity documents at the Reception, at their arrival and they will pay a daily price of € 15,00 for each person. The authorized visits will take place only from 9.30 a.m. to 14.30 p.m. and from 17.00 pm to 21.00 p.m.
14. Our beach has, according to the law and the town council's licence, a life saving and rescue service during all day. Anyway guests are reminded of the following rules:

the Residence's guests must take the greatest care of the beach's equipments (such as sun umbrellas, deck-chairs and cots);  
 in case of bad weather condititions all sun ombrellas have to be closed to avoid damages to people and things;  
 the limit of the water interdiction to the navigation isn't indicated (it's quite 300 metres from the beach);  
 the safety swimming limit distance is not indicated but it is approximately 40 mts from the shore. Administration is not responsible for any accidents.

15. During the low season (period \* of the price list), water, gas and electricity, they are not included in the rates and are to be paid apart; they will be calculated by a meter's reading. During this period or in some bad weather conditions some services and equipments such as the beach will not be charged. No claims will be accepted.
16. When entering the Residence, you have to entirely accept and respect these regulations, which could be completed by added rules, decided by the Management, to improve the Residence. If You don't respect these conditions, the Management will have the right of cancelling the reservation
17. For every concerning the Terms and Conditions and their interpretation it is possible to arrange an agreement with the Management. If not both the parts are free to make reference to the Law Court of Termoli-Larino –CB-

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 Signature