



GENERAL TERMS AND CONDITIONS AND SALE OF TOURIST STAYS

ART. 1 - INFORMATION REQUIREMENTS - The data relating to tourist stays offered by **A.C. 1931 srl** are published in the information sheets. Before booking, the customer is required to have a thorough understanding of the above. Failing that, he will be in default if the stay he bought from being carried out.

ART. 2 - BOOKING - The booking of the stay shall be in writing and is subject to confirmation by the hotel.

- Reservations Center:
- Phone +390962 22496 - fax +390962 22505;
- E-mail: booking@hotelcasarossa.it;
- Site: www.hotelcasarossa.it

ART. 3 - PAYMENT - 30% as deposit upon confirmation and the **FIRST PRICE balance by 31st May**.

C / c payable to A.C. 1931 srl
Credem of Crotona agency of Via Roma
IBAN: EN45 I030 3222 2000 1000 0006 246

ART. 4 - JUSTIFICATION FOR WITHDRAWAL OF THE CUSTOMER - The customer who withdraws from the contract for justified reasons such as death or serious documented illness, has the right: a) the full repayment of any sums advanced in payment of the price, redemption to be made within seven working days, from the date of the withdrawal; b) to the enjoyment of other living, to his liking and of equal value, at the same. This right rests only on condition that the customer has duly communicated the withdrawal in writing within two working days of knowledge of the changes. Failing that, the penalties provided for in Article shall apply. 5 for unjustified dismissal.

ART. 5 - WITHDRAWAL JUSTIFIED AND NON-PERFORMANCE OF THE CLIENT - Outside of the cases provided for in Article. 6, the customer who withdraws from the reservation liable to the following penalties:

30% of the stay price, up to 30 days before departure

50% of the stay price, up to 10 days before departure

75% of the stay price, up to 5 days before departure

100% of the stay price, up to 3 days before departure

and no show

The price may advance will be refunded, minus the above penalties.

No refund if the customer cancels the last three days before the 'beginning of the stay, if it is not present, or disrupts the Living Room.

ART. 6 - ASSIGNMENT - The customer who is unable to use the living room, can replace to himself a third party, provided that the situation is such as to make it possible to substitute to make the stay. The customer to replace a third of him must give written notice to the **A.C. 1931 Srl**, at least four days before departure, indicating the generality of the substitute. He remains jointly liable with the latter for payment of the price.

ARTICLE 7 - OBLIGATIONS OF THE CUSTOMER IN THE PERFORMANCE OF STAY -

The Customer must respect the laws and orders of the authorities, at all locations, and conform to the rules of prudence and diligence, necessary or appropriate to prevent injury to himself or others . The Customer is responsible for all any damage caused - to the structure or to third parties - dall'inosservanza of the above.

ART. 8 - RESPONSIBILITY OF THE SUPPLIER -

The supplier represents and warrants that: a) the hotel complex has all the features and offers all the services described in the relevant cards in particular as regards the classification therein declared; b) The hotel complex is in compliance in all its parts (in terms of shape and size of the premises, spaciousness, decor and complementary equipment, etc.) with the requirements of the laws of public administration for the exercise of its activity; c) the same complex was subjected to inspection of the competent public authorities, with fully favorable outcome; d) the activity of the hotel complex is covered in its entirety by an insurance policy against civil liability.

ART. 9 - COMPLAINTS - Any inconvenience or default in the performance of Stay must be immediately claimed by the customer in the hotel, with the most rapid means, Failing this, the staff shall be relieved of all liability for damages and expenses that could avoid or prevent if treatment had been promptly informed. For defaults and the inevitable damage, the customer is required to submit his claim to the hotelier no later than ten days from the end of the stay.

ART. 10 - LEGISLATIVE SOURCES - For anything not foreseen by the general conditions above, the provisions contained in the Decree. March 17, 1995 n. 111 and the International Convention on the contract of Living (C.C.V.), ratified by Law 27 December 1977 n. 1084.

ART. 11 - MANDATORY - Under 'art. 16 law 3 August 1998 n. 269: The Italian law punishes with imprisonment for crimes related to prostitution and child pornography.

ART. 12 - JURISDICTION

Any dispute arising between the parties relating to this agreement shall be referred to the exclusive jurisdiction of the Court of Crotona.