



Your Holiday with Pleasure

GENERAL TERMS AND CONDITIONS

Prices

In the prices quoted are included the costs for water, electricity, gas, heating hot and cold water (for domestic use). For direct reservation the price include also bed linen. For reservation made online through booking portals, with Tour Operators or other intermediaries, please consider their included costs.

Confirmation of the reservation

To confirm the reservation we require a previous 20% deposit of the total amount, which will be deducted from the final balance. The payment can be made through bank transfer or credit card. To finalize the reservation, we kindly ask you to send us the deposit within 4 working days from the request (after these days the agency do not guarantee anymore the availability of the chosen solution).

Balance

The payment of the accommodation should be made directly at our office at your arrival; you can pay by cash or you can use credit cards (Visa, MasterCard). Apartment balance for more apartments cannot be made separately, if you booked together (i.e. with just one reservation number/name). We don't make separate bills for multiple apartments booked under just one name, so please collect the money before the arrival.

Cancellation terms

All cancellations must be made in writing by sending an email to info@myholidaylivigno.com.

Cancellation terms are as follows:

- Cancellation received by the reservation confirmation up to 15 days before date of arrival → loss of the entire deposit *
- Cancellation received 14 to 0 days before the date of arrival → loss of the apartment entire amount

*Deposit: 20% of the total amount of your stay, took from your credit card at the reservation confirmation or sent with bank transfer.

No Show

In case that guest does not arrive on the arranged day and he has not previously informed about a different arrival time, the reservation is automatically canceled and the total amount due for the apartment has to be paid.



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Early departure

In case of early departure (before the departure day confirmed with the reservation) no refund will be made for unused days. Once you give us back the apartment keys, the stay will be considered automatically finished.

Check-in and Keys delivery

Winter season from 14.30. to 19.30 → We guarantee the entrance in to the apartment from 16.00

Summer season from 15.00 to 18.00 → We guarantee the entrance in to the apartment from 16.00

A surcharge of 50,00 € applies for late check-in. All requests for late check-in are subject to confirmation by the Agency direction.

Deposit

Each apartment will require a damage deposit.

At your arrival, we will ask you for € 200,00 in cash or a copy of a valid credit card. The cash amount will be entirely returned after the apartment inspection, if there are no reasons to hold it (damages, keys not returned, apartment left in conditions not suited or non-observance of the house rules). The credit card copy and the authorization form will be held and disposed by the Agency in a safe way.

Responsibilities of guests

If guests cause damage to the apartment or to its contents, they will be held accountable. In any case, it is not allowed to lodge more people than the number of persons agreed in the reservation. If this condition is not respected the agency director has the right to forbid the entrance in to the apartment.

Check-out

Winter season from 6.00 am to 9.00 am / Summer season from 9.00 am to 9:30 am.

In case of keys return after the time settled above, an extra night will be charged.

Access and use of apartments

The use of the apartment is allowed if respecting other guests and house rules. Guests are asked to respect the quiet of the night from 10.00 pm to 7.00 am in order not to disturb other hosts. In case of complaints of other residents, the deposit will be held entirely as penalty.

Cleaning and Maintenance

Linen are changed at every new guests arrival. The homeowner has the right to enter into the apartment in case it is necessary (to do extraordinary maintenance or required cleaning). It is forbidden to smoke in all the apartment rooms (Italian Law number 3/2003).



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On departure guest is obliged to leave the apartment clean and tidy (we kindly ask you to throw the rubbish away in the outside bins, push start on the dishwasher if there is or clean the used dishes, leave the towels on the table and make sure that all the windows are closed).

If you chose not to add the final cleanings as extra service, the apartment has to be left as you found it at your arrival. Guests have to clean the apartments/room before leaving: kitchen, fridge and dishes properly washed, bed sheets and towels taken out and stored together, all the rubbish must be taken outside in the trash bins. If these things are not made and the apartment will be uncleaned, we will keep the damage deposit as fee. If damage deposit has been left with credit card we will withdraw 200€.

Pets

Pets can be hosted upon written request at the moment of booking and after the approval by our Agency. In this case an extra sum will be charged and has to be paid at the arrival (together with the balance). It's strictly forbidden, following the hygiene law, to let pets stay on beds and sofas. We ask you to respect this rule and to never leave alone your pet in the apartment, to avoid damages. If these rules won't be respected, the deposit will be held entirely as penalty.

Roulette solution

For Roulette Solution reservation the address of the apartment or the apartment name will not be communicated until the check-in. Roulette Solution is a particularly convenient solution, to stay in quality facilities in Livigno at lower price than a precise reservation in one apartment you decide (normal reservations). When booking the beds and bedrooms required, a kitchenette and some basic services of the house (for example outside free parking) are guaranteed. We don't provide detailed information about accommodation as the name and location, but the structure will be a random one of our available houses. When we confirm the reservation you will receive a voucher with the "formula Roulette" caption and the address of our agency (via Saroch 1688) to do the check-in. If you reserved the Roulette formula apartment it is not possible to choose the apartment (neither the area), but just the kind of the apartment (studio, one-bedroom, two-bedrooms apartment,..). The apartment will be one of our solution listed and visible on our website www.myholidaylivigno.com. If at the arrival the guest refuses the apartment and give us back the keys, no refund will be made as tacitly accepted at the moment of confirmation of booking in this "general condition" agreement; so in this case all the amount due for the apartment will be lost.



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Responsibilities of the Agency

If the accommodation booked is not accessible for reasons beyond the control of the apartments owner, the agency direction reserves the right to assign another accommodation with the same features of the previous choice.

N.B: any reservation made online through booking portals, with Tour Operators or other intermediaries, have different conditions on which our agency has no chance to take actions.