

Bed & Breakfast

As we are a small business, once availability is confirmed the full amount is payable, unless otherwise agreed with the owner.

Prices

As quoted on our web site. Bar and restaurant bills should be settled either daily or at the end of the stay.

Cancellation by you

If a cancellation is made by you more than 60 days before your arrival a refund less 30% will be made once we have re-let your room(s). If you cancel under 60 days a refund less 50% will be made once we have re-let your room(s). For cancellation under 28 days there will be no refund.

Reservation and Payment

To reserve rooms, the client should complete the internet booking form. Once dates are confirmed we will email you an invoice and payment details. Visa, Mastercard and Bancomat are accepted.

Whole Villa Rental

Once availability is confirmed a deposit of 30% of the total rental cost has to be paid. The balance is payable twelve weeks before arrival. Those booking, less than eight weeks before arrival, must pay the total amount with the booking. Once we have received your booking form and deposit/full payment, we will issue a confirmation invoice and it is at this stage that the contract between us is made. Please check our confirmation invoice carefully to ensure it reflects all the details you have requested. The balance of the holiday price is due twelve weeks prior to your arrival - if it is not received when due, we will regard your booking as cancelled and you will be liable for the cancellation charges shown in the paragraph below. If you wish to cancel your holiday entirely you must do so by writing to Villa Sibillini or by email.

Prices

As quoted on our web site whole villa rental according to season. Live in staff are included in the price but food and drink will be charged at cost and should be settled daily.

Party Size

The maximum number of guests for whole villa rental is 15 unless otherwise agreed.

Security Deposit

Whole villa rental - a security deposit of € 750 is paid on arrival. The amount is repaid to you on departure (minus the cost of any breakages or damages, late arrivals, etc. should they occur).

Reservation and Payment

To reserve the property, the client confirm by email, accepting terms and conditions for villa rental of Villa Sibillini.

Cancellation by you

Number of days before arrival, written notification received	Cancellation charge as a percentage of the holiday price
More than 60 days	Deposit
Less than 60 days	50%
28 days or less	100%

NB

The booking conditions will form part of your holiday contract with us, please read them carefully. The person who confirms the booking, acknowledges acceptance of booking conditions on behalf of all members of his/her party and also accepts full responsibility for all payments due to us in relation to the holiday booked.

GENERAL CONDITIONS & INFORMATION

Changeover day, arrival and departure

Arrival and departures are flexible according to availability but guests should vacate their rooms by 11am latest on the day of departure.

Linen

Clean linen is provided and changed every 4/5 days.

Swimming pool

The opening season for swimming pools is usually mid-May to mid-September. The swimming pool is not supervised (and **use is at clients own risk**) nor is it heated.

Directions

Full directions on how to reach Villa Sibillini from Ancona are to be found on our web site. www.villasibillini.com (contact page). For other arrival points, please email.

Driving

You must have your car headlights on at all times, carry a reflective vest and warning triangle.

Pets

Well behaved pets are welcome with prior notice.

Consideration of other guests

We respectfully ask that any children in a party are supervised at all times. We are happy to serve earlier dinners for children with notice.

Alterations by You

If you wish to alter your booking we will try to make the alteration requested, subject to a charge of €50 for each alteration made. Requests for alterations received less than 60 days before arrival will be treated as a cancellation. If you are prevented from proceeding with your booking by a death, serious illness, jury service or redundancy, you may transfer your booking to someone else. All outstanding sums due for the booking must be received before a name change can be effected.

Alterations and Cancellations by Us

In the unlikely circumstances that we have to cancel your stay at Villa Sibillini. We will do our best to inform you as soon as practicable and will offer you the choice of a comparable alternative property or a full refund of all monies paid. Unless the cancellation has been caused by force majeure. We guarantee that we will not cancel your holiday less than eight weeks before arrival except in circumstances of force majeure or because you have failed to pay the final balance when due. 'Force majeure' means war, threat of war, civil strife, strike, industrial dispute, natural or nuclear disaster, bad weather, fire, level of water, terrorist activity, closure of ports or airports or similar circumstances beyond our control.

Personal Injury

If any member of your party suffers death, illness or injury we shall, at our discretion, offer advice, guidance and assistance to help you. We can not be held responsible for any accident happening during your stay.

Complaints

If you have a complaint, you must inform us immediately so that we have an opportunity to remedy the problem as soon as reasonably possible. In the unlikely event that a problem cannot be resolved during your stay, you must notify us of full details in writing within 7 days after the end of your holiday. If you fail to take these simple steps, our ability to resolve the problem and/or investigate it fully will have been reduced. As a result, you will lose any entitlement you may have had to claim compensation or, at the very least, the amount of the compensation to which you may be entitled will be substantially reduced.

Descriptions

We take all reasonable steps to ensure that web site descriptions are accurate. Please note that some services and facilities at the resorts featured in this web site only operate in certain seasons.

Special Requests

Please advise us of any special requirements at the time of booking and we will do all we can to accommodate your needs. However we cannot guarantee all requests.

Your Responsibility

We strongly recommend that you obtain full and comprehensive holiday travel insurance to cover any medical problems, loss, injury or damage to yourselves and belongings whilst on holiday. This should also include travel delay and holiday cancellation. The owners accept no responsibility whatsoever for such events. It is a stipulation of the booking that you must have appropriate insurance to cover breakages and accidental damage. You must ensure that you comply with all applicable passport (and, if applicable, visa) requirements and that you take all necessary documents with you on holiday, including your tickets, driving license etc. You should also ensure that you do not behave in a way which may cause loss, distress or offence to any other person or damage to any property. If you fail to discharge these responsibilities we will not be liable to you in any way and you will be responsible for any additional costs or expenses whatsoever that you or we may incur.