

1. Reservation

Via internet you can reserve a certain holiday accommodation for a certain period with 'Puglia Holiday'. The reservation is binding. The availability will be maintained on the website. However, it could happen that the availability of an accommodation is not fully up-to-date. If an accommodation is not available directly after a booking, the reservation will be cancelled and you will be offered an alternative. Within one day after your reservation, you will receive an email with all details with regards to payments and the accommodation.

2. Administration Costs

The prices of the accommodations are excluding administration costs. These administration costs are €34,- and will be charged per booking.

3. Prices and price changes

The prices on our website <https://www.puglia-holiday.com> are maintained as good as possible. However, 'Puglia Holiday' has the right to change these prices. With the reservation, the correct price will be communicated. The price mentioned in the confirmation email is binding.

4. Tariffs

The normal tariffs are week-tariffs from Saturday till Saturday. The check-in and check-out times will be mentioned on the confirmation form. With some accommodations, it is possible to book weekends or mid-weeks during the off-season. This is usually mentioned in the price table.

5. Payment

With reservation 30% of the total amount and the reservation costs will be charged as down payment. This payment must be received within 7 days after reservation. The payment can be wire-transferred to a Dutch bank account. The payment of the remainder amount must be received 2 months before your arrival. You will get an automated reminder-email for his second payment. Reservations within 2 months of arrival must be paid in full. When payments are not received in time or not completely received, your reservation will be cancelled. Paid amounts will not be refunded in that case. After your full payment has been received, you will automatically receive a route description and a voucher for you accommodation. Of course, on request we can always provide more information.

6. Deposit

Per accommodation a deposit is requested. This deposit must be paid in cash to the owner or caretaker of the accommodation on arrival. At the end of your stay, the deposit will be refunded after the accommodation is checked by the owner or caretaker. If you are not able to receive the deposit in cash, the deposit will be wire-transferred to your bank account. Any demonstrable damage will be discounted on the deposit. On our website the amount of the deposit is mentioned with the accommodation information, the amount is also mentioned on your voucher.

7. Cancellation

With cancellation the following terms apply:

- Cancellation within 7 days is free of charge
- With cancellation from the 8th day after reservation, up to 2 months before arrival, 30% of the total amount is charged
- With cancellation within 2 months of arrival, the entire invoice amount is charged
- Cancellations need to be notified by phone to 'Puglia Holiday' and also be confirmed with a written cancellation confirmation via email, fax or letter. After receipt of the written cancellation, we will send you the cancellation confirmation.
- Adding to the rules of cancellation above, whenever the booking is cancelled within two months of arrival, the entire amount needs to be paid.
- If by any circumstance, 'Puglia Holiday' is required to cancel the reserved accommodation, you will be notified immediately and if possible an alternative will be offered. If this alternative is not accepted, or no alternative can be offered, 'Puglia Holiday' will refund the already paid amount immediately.

Puglia Holiday advises to obtain a cancellation insurance at all times. This can also be obtained through Puglia Holiday.

8. **Water, gas, electricity and cleaning**

A stay in a lot of the accommodations at 'Puglia Holiday' is including usage of water, gas and electricity. If this is not the case it is clearly stated in the description of the accommodation. Also the end cleaning is included with most of our accommodations. If this is not the case, it is clearly mentioned in the accommodation description and on the confirmation.

9. **Arrival and departure**

With all accommodations there is a arrival between 16:00 and 19:00 and departure before 10:00 policy. With nearly all accommodations, the owner or caretaker will be there to welcome you. It is important to inform us of different arrival times, long before the arrival. If the arrival and departure policy is different, this will be mentioned on your voucher.

10. **Liabilities**

'Puglia Holiday' does not have liability of:

- Any form or damage to, or loss and theft of goods during your holiday in one of our accommodations.
- Malfunction of equipment in the accommodation, non-functioning of the water supply or loss of power.
- Any form of trouble caused by farmers in the vicinity of the accommodation.

11. **Complaints**

If there is something not alright, or not as agreed, during your stay, we kindly request you to contact us **directly, during your stay**. Because we have offices in Italy, we are capable of solving issues quickly and effectively, so you can enjoy your amazing holiday.