



INFORMATION FOR RENTERS AND RENTAL TERMS AND CONDITIONS

1) The building and its location

Casa Capella is a rustic family home in the countryside, complete with its idiosyncrasies. This is not a luxury house with smooth shiny surfaces and matching china! The retention of much of Casa Capella's original rustic construction and layout contributes to its character. However this could present some possible hazards, especially to babies, small children, and the elderly. (for example uneven steps, unguarded stairs, low sill heights, etc.) Children will need supervision. Being in the rural Italy, you can expect to find insects and occasionally other small fauna in and around the house.

Rental rates for Casa Capella are based on the number of people staying and the number of floors & bedrooms used, but the house is only rented to one party at a time. Minimum rental periods apply to all bookings however long a rental party stays – these being generally not less than 5 nights, and from 16 June to 25 August not less than 7 nights. A single person or couple renting Casa Capella will probably only need use of the Ground & 1st floors. Although capable of sleeping more, the house is let on the basis of a maximum rental party size of 6. You are welcome to have visitors to the house during your stay provided they do not stay overnight. We are sorry, but we are unable to accept pets. Casa Capella is a no smoking house.

Casa Capella is located in a small rural hamlet on the east facing slope of Monte Corona overlooking the Upper Tiber Valley. Our neighbours are all Italian, friendly and respectful of privacy. The house itself is back to back with another, quietly occupied by our housekeeper, with our kitchen running under hers. The chapel next door is occasionally used by a few of the locals for a Mass.

Casa Capella has two gardens - the small walled garden accessed directly from the house has opportunities for sunbathing and shade, and is sheltered from the blazing sun in the afternoon; the hillside garden over the lane is good for evening drinks overlooking the young olive grove and for lazing in a hammock under the trees after a good lunch. Local regulations forbid open fires and barbeques in the area from May to October, and we would ask you not to barbeque, as we have external gas pipes and the vegetation can become a tinder box.

For more details of the house, together with photos and layout plans, please refer to our website at www.casacapella.com

2) How to get there

You will require a car at Casa Capella, unless you are very fit and have a mountain bike and little to carry. There are few local taxis. The nearest shop is c. 4km away. If travelling by road from the UK, the distance from the channel ports is about 1000 miles. A small private railway runs in the valley from Perugia S.Anna station to Sansepolcro in the north, but if collecting friends/family coming by rail, we advise you do so at Terontola Cortona (50 mins. drive away

on the Firenze-Roma main line) or at Ponte San Giovanni, near Perugia (25 mins. drive away).

Travel by air will most likely be via Perugia, Rome, Pisa, Bologna, Forli, Rimini or Ancona and from which you can expect a car journey of respectively 30 mins., 2½, 3, 3, 1½, 2½, or 2 hours, assuming no holdups. The house is c.2 km above a medieval abbey, the 'Badia' (itself c.3 km south of Umbertide), on the road signposted up to the 'Eremo da Monte Corona'. To avoid confusion detailed instructions will be sent to you when a firm booking has been made and the full fees paid. Parking is available for a maximum of two cars.

3) Arrival & Departure

Unless otherwise arranged with us in advance, bookings are from Saturday to Saturday. In order to allow time for preparation for new tenants, we require that departure is not later than 10.00am and arrival not before 4.00pm. Wherever possible keys will be sent to you from the U.K before your departure; to be returned to us in the post on your return. We will usually try and contact you on the morning after your expected arrival, to make sure you have arrived safely and that all is well. In the unlikely event that you find something is amiss we ask that you contact us without waiting for our call.

4) Services, Furnishings & Equipment

Casa Capella is our second home; and during your stay we ask you care for the house and its contents as you would your own. Our Italian neighbours on the hillside (who do not have English) look after the house and garden in our absence. A full manual of hints, tips, appliance instructions and local information is provided in the property for your use during your stay. We ask you to read this, and to contact us, or our Italian speaking housekeeper, for help if needs be.

Casa Capella is served by local mains water from Monte Corona. In, or after, times of drought there may be occasional interruptions or drops in water pressure, which also effect the operation of the hot water supply.

Hot water is available via a single gas fired instantaneous boiler in the kitchen. Use of hot water needs to be staggered between the various draw off points in the house. The dining room has a wood-burning stove, and we suggest that you use this rather than the open fire which is little used and tends to smoke. The bedrooms and living / dining room also have gas fired heaters. There is an ample supply of lamps and electrical fittings, a compact disk player, cassette player, washing machine (medium temperature and cold wash only), ironing board and iron. There are various basic supplies in the kitchen cupboard, which you are welcome to use if you so wish - please just top up if running out. There is no TV, but a good supply of books and board games.

There is a telephone for your use for incoming calls, for local calls, for calls to us or on our behalf, and for other outgoing calls with pre-paid telephone charge cards (which can be purchased at local tobacconists). Although your telephone usage will be monitored at the exchange, we ask that other outgoing calls without use of a pre-paid card are avoided.

There is no internet installed at the house, but the mobile signal is by and large adequate for 3g/4g (if required you can purchase a prepaid SIM giving a month's coverage in Italy at a local store in town). Our housekeeper's Wi-Fi next door (which can be picked up in places at the north end of the house) may be available by arrangement directly with her.

The house is let inclusive of all charges for reasonable use of electricity, wood, gas for hot water and cooking, and cold water. Likewise for gas fired heaters before 12 May & after 15 September (but between these dates at extra charge). We reserve the right to make charges in addition where your party's use of any of these services is found to be unusually high. We ask you to bring your own beach towels. Bed linen, kitchen and bath towels will be provided, and if your stay is for longer than ten nights, we will provide a change of these each week. Additional linen used will be charged for. The house will be cleaned and the linen washed before and after your visit. In between, we leave it to you. We ask that you leave the property reasonably clean and tidy on your departure, with the washing up done, furniture and effects returned to where you found them, and your rubbish removed. There is no collection of rubbish from the house; and you will need to regularly take your refuse to the municipal bins down in the Badia car park, to avoid invasions of mice, ants, etc..Waste recycling has been introduced recently, with separate bins provided for the various materials. Please do not use the bins belonging to our neighbours.

5) Contract & Payment

Bookings are acceptable to us from a single individual booking on behalf of a family or rental party, or from a couple on the basis of joint and several liability. We require your full name(s), postal address, the numbers of people in your party (including the number & ages of any children), and a contact telephone number, and a payment of 25% of the total rent due before accepting your booking. A contract will exist between you (the person(s) making the booking) and us once we have both received and accepted a due payment from you in connection with your rental, at which time we will confirm your booking in writing. All charges are in £ sterling (GBP), and all rental and deposit payments are required in advance in GBP – except when booking directly with us from within the Eurozone, when payments must be by bank transfer direct to our bank account in either euro (EUR) or £ sterling (GBP).

Bookings can be made alternatively:

- A. Online through Homeaway, Owners Direct, or one of their associated portals. This will require your registration on their site, will be subject also to their fees and Terms & Conditions. Payments will need to be by credit or debit card. Any refunds will be made to the most recent card used for making a payment.
- B. Direct with us (contact details below) – For this we also require a mobile phone number which we can call or text. Other than cheques drawn in GBP on a British bank, all payments are required to be by interbank transfer direct to our account. Please make GBP cheques out to N.C. & C.M. Eager. Our acceptance of international payments will be on the basis of your meeting all international transfer charges associated with your rental. EUR/GBP exchange rates for interbank transfers will be determined as set out in 8) below.
- C. Within 4 weeks of the start your proposed rental period, online through AirBnB. This will require your registration on their site, will be subject also to their fees and Terms & Conditions. Payments will need to be by credit or debit card. Any refunds will be made to the most recent card used for making a payment.

Unless otherwise specifically agreed, a booking paid for using one of the above methods will continue using the same method. We reserve the right to require verification of your identity before accepting or making payments.

Please note that we are not able to accept or make any transaction using Western Union, MoneyPak or other such instant cash transfer methods.

Our acceptance of your booking will be subject to:

- a) your providing us with the full names of all members in your party (adults and children) not less than 8 weeks before your rental period starts; and
- b) the balance of the rent (and any other advance charges), together with a refundable deposit against damage/breakages and extras - the "breakages deposit" (generally £150.00) - all not later than 50 days before your rental period starts; and
- c) your providing us in advance with all id details required to be registered with the local police – such details to be received by us ideally 4 weeks, and at the latest 7 days, before your rental starts; and
- d) if requested, your providing us with legible copies of passports/id cards of everyone in the rental party before arrival at Casa Capella

If you fail to provide us with this information, or fail to pay the due charges and the breakages deposit by the due date, we reserve the right to cancel your booking and retain any funds already sent.

For bookings made 50 days or less in advance, the total rent and any other advance charges due, together with the breakages deposit and the names of all members of the party will be required to have been received by us before we confirm your booking.

If required, the size of your rental party can be altered (to a minimum of 2 and maximum of 6 people) up until 8 weeks before your rental period starts, subject to our receipt of monies due to us, and confirmation of the names of party members all within the time scales as set out above. The rent will be adjusted to take into account changes to your requirements when you advise us in full of your revised information. In the event of a late alteration to the rental party size, we reserve the right to recalculate to total rent due on the basis of prices prevailing at the time.

We reserve the right to notify you before acceptance of your booking if there are any changes to the details or prices set out. The Conditions and Terms of Contract, and all matters arising there from, are subject to English law and the Italian Coda Civile; and where any conflict between then to the exclusive jurisdiction of English courts.

6) Registration

To satisfy Italian and European regulations, we are obliged to notify the local police as to the names, duration of stay, and full passport/id card details of the lead member of the rental party, together with full names, nationality, date & place of birth of all others in the party– all within 24 hours of arrival. You are obliged to provide us such information on our request. As we do not have a full time housekeeper, we have arrangements in place with the police to register your details online once we have checked you have arrived safely.

Please therefore either:

- a) photograph the passports/id cards of everyone in the party on a smartphone and send the photos to Nic's mobile number below (using WhatsApp is easiest and currently the most secure); or
- b) scan the passports/id cards & email/post us the scans; or
- c) complete the Guest Registration Form, scan & email/post it to us. Our housekeeper may require sight of your passports/id cards also if you choose this option.

If some of your party are arriving and/or leaving at different times, please ensure we have their names, addresses, arrival and departure dates and full passport details, as we have to register them separately.

Please note that we require this information not less than 7 days before your arrival at Casa Capella.

7) Refunds and Cancellation

The breakages deposit is refundable, and will normally be returned to you, less any international bank transfer charges we have incurred through your booking, within 28 days of your returning the keys to us after the end of your rental period. We also reserve the right to deduct from this deposit (and if necessary charge you in addition) for any chargeable service not already paid for (e.g. heating in the spring & autumn, use of telephone, additional linen and/or towels used); for any loss to us resulting from losses, breakages, or damage caused to the property or contents during your stay; for any unusually high consumption of fuel; and also for the cost of any extra cleaning if the property is left in an unreasonable state.

A cancellation will take effect from when we receive confirmation of such in writing.

If you have booked online through Homeaway, Owners Direct, or one of their associated portals, or through AirBnB, cancellations and refunds of rental monies will be subject to the terms set out on those sites.

If you have booked directly with us, and we receive cancellation of your booking not less than 60 days before the start of your rental period, we will refund all monies paid less our transaction costs (bank and postal charges associated with your rental).

If we receive written confirmation of cancellation of your booking within 60 days of the start of your rental period, we will return your breakages deposit and, without any obligation on us to do so, will generally try and find another party to take the house for the period. If, as a result, we secure a rental, and receive rental monies for the period you booked in excess of 25% of the total rent due, we will return such excess to you less our costs.

Except as arising from legally proven gross negligence on our part, our financial liabilities to you will be limited to no more than such monies received from you in connection with your rental.

8) Exchange Rates if paying in Euro from within the Eurozone by interbank transfer into our account.

The Euro/GBP exchange rate will be that at the time payments are actually received, as recorded by Oanda as the average interbank bid rate less 2.5% for converting EUR into GBP on the day the payment is received into our account. (for an example see <https://www.oanda.com/fx-for-business/historical-rates>) Because these rates fluctuate, we will advise you of a provisional rate of exchange to use each time you need to make a payment, and make any necessary adjustments to outstanding payments and/or the amount of the refundable deposit at the end of your rental. Refundable deposits paid in EUR will be returned in EUR at the rate at which they were received. We keep a full account of funds received from you, the exchange rates used on the dates of receipt, and will send you a copy of this account when we return the balance of your refundable deposit.

9) Data Privacy Policy

Your contact details will be retained for contractual and legal reasons, and will only be disclosed to 3rd parties in certain very limited circumstances. Every so often, and with their permission, we like to send our past guests a newsletter updating them on changes to the house and area, and sometimes including offers. Full details of our data privacy policy can be found at <https://casacapella.com/privacy.pdf>

10) Summary of Booking Procedure

- 1) Check availability & rates with us, and then if you would like to go ahead, please confirm the following to us in writing:
 - a) Your name & home address (we will post the keys here unless otherwise instructed)
 - b) Your contact telephone numbers
 - c) Arrival & Departure dates at Casa Capella
 - d) Numbers in the party*, ages of any children, & number of bedrooms required.
 - e) How you wish to book (alternatively):
 - online via our listing on Homeaway / Owners Direct / associated portals, or
 - direct with us – contact details below, or
 - (only if within 4 weeks of your rental starting), AirBnB
 - f) If booking direct with us, how you wish to pay (alternatively):
 - GBP cheques drawn on a UK bank, or
 - Interbank transfers in GBP, or
 - Interbank transfers in EUR (from within Eurozone only)
 - g) If paying by interbank transfer, a mobile number we can send a SMS to with our bank details.
 - h) Your date when leaving home if more than 2 days before your rental starts.

* If you are initially not sure whether or not some of the party can come, let us know and give us maximum provisional numbers, and confirm these details not later than 8 weeks before your rental starts.
- 2) If not done so already, we will then schedule the dates and amounts required for your payments, and send you our bank details if you are paying by bank transfer.
- 3) Make your initial payment as required. Tell us when this has been done.
- 4) We confirm your booking after we have received your payment, when we shall reserve Casa Capella for you. You are advised not to book flights etc. until you have received this confirmation from us.
- 5) Confirm any alterations to the make-up of your party by no later than 8 weeks before the start of your rental.
- 6) Make your balance payment (including refundable breakage deposit) required as scheduled. Provide us with a mobile phone number we can send a SMS message to, if needs be, whilst you are away from the UK. Let us know the date you will be leaving for your holidays (especially if you are coming on a long trip).

- 7) On receipt of payment in full, we will then send you (or make arrangements for you to collect) the keys and send you detailed local directions as to how to get to the house, together with a Guest Registration Form
- 8) On receipt of the keys; or, if collecting keys in Italy, preferably not later than 4 weeks before you leave home, please WhatsApp/email/post us copies of passports/id cards/registration details of all members of the party. We will contact you soon after your arrival at the house to make sure that all have arrived and all is well.
- 9) After your holidays, and your return home, please post the keys back to us (unless we ask you to do otherwise). If you have booked direct and paid by interbank transfer, please also confirm your bank details for the return of your deposit. Upon receipt we will refund the refundable deposit less any deductions that are due within 28 days.

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Please feel free to telephone us if you would like to speak about anything about the house or your booking. Likewise, we may be in touch with you.