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## APARTMENT "GUELFA" - Florence

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### Cancellation Policy, Reservation and Payments.

#### CANCELLATION POLICY:

(The percentage is calculated on **total price**)

FROM	TO	CANCELLATION FEE
Booking	51 Days before check-in	30%
50 Days before check-in	15 Days before check-in	50%
14 Days before check-in	No Show	100%

#### RESERVATION AND PAYMENTS:

WHEN	TYPE	AMOUNT	BY
BOOKING	DOWN PAYMENT	25%	Credit Card – Paypal – Bank transfer
CHECK-IN	FULL PAYMENT	75%	Cash or Credit Card*

Credit Card: we accepts VISA, MASTERCARD, AMEX. \*For the balance paid by credit card we need +1,65 % of commission cost. (no commission is request for the payment of first account)

#### INCLUDED IN PRICE IN DAILY RATES:

Utilities, Linen/Towels, Tv, Kitchen (with accessories), Taxes (Iva 10%).

#### INCLUDED IN PRICE IN WEEKLY RATES:

Utilities, Linen/Towels, Tv, Kitchen (with accessories), Taxes (Iva 10%) . Cleaning expenses (final)

#### NOT INCLUDED IN PRICE:

On monthly rate, utilities are not included. In daily rates cleaning expenses € 40,00. are not included.

In case of key's loss: euro (€) 25,00.

It is absolutely forbidden to arrive in more persons then indicated in the Voucher.

#### **Check-in/Check-out – IMPORTANT !**

Clients are kindly requested to check-in between 12:00 p.m. and 19:00 p.m.; the exactly time of check-in will be confirmed by e-mail or fax.

Check-out by 10:00 a.m. on the day of departure.