

Special clause for Covid-19 – change of period or guaranteed refund.

As an exception to the general rental conditions (and with particular reference to point 7 / Cancellations - Changes) if it is not possible to make use of the booked stay due to measures issued by public authorities related to the Covid-19 health emergency (e.g. lockdown, closure of borders, tourist/non-essential travel restrictions, quarantine obligation, etc.) MM IMMOBILIARE DI MAURIZIO MICARI will grant the possibility to change the booking period or, alternatively, refund the full amount already paid for the rental (without applying any penalty).

Important: This special clause does not apply to other cases (even if related to the Covid-19 emergency) such as: closed restaurants, curfews, flight cancellations, etc.

This special clause also does not apply if the specific restrictions related to the Covid-19 emergency and issued by public authorities refer only to unvaccinated persons.

In case of illness of the client (including Covid) act of the insurance coverages that DiCasalInSicilia offers to all clients. [Read here](#) for more information.

1 / Booking and prices

The booking of all the properties present on the website are subject to the laws regarding renting for the purposes of tourism and are completed by MM IMMOBILIARE DI MAURIZIO MICARI on behalf of the respective owners/lessors according to the conditions agreed to by the same. The prices indicated on the website for each property include both the price of the rent and the commission for MM IMMOBILIARE DI MAURIZIO MICARI and include all the services and consumptions indicated in the list "INCLUDED SERVICES". Any extra child's cot or extra bed (where available) must be requested at the moment of booking. Any services or expenses listed in "NOT INCLUDED SERVICES", for each individual property, are not included in the price. These services and costs will be dealt with at the property itself. All of the houses are furnished with fitted kitchen or with equipped kitchen corner (crocery, pots, fridge). In the description of each single accommodation unit it is stated which electrical household appliances (TV, washing machine, dish-washer, etc.) are available. Please, notice that the accommodations mostly belong to different private owners and therefore have their own different features. Because of this it is better to point clearly out any particular requirement of yours at the very same moment of the reservation and in any case, these specific requirements must be pointed out before your acceptance of the contract and put down in words in the proper "booking form". Domestic animals are usually not allowed into the accommodations except for some properties: in these particular cases their presence will be permitted only upon your previous specific demand and only after a subsequent confirmation on the part of MM IMMOBILIARE DI MAURIZIO MICARI. Please note that local tourist taxes, if required by the council in which the property is located, are not included in the price and shall be borne by the customer and paid directly on site. The price also includes various insurance covers, details of which can be found on the specific page of the website [Insurance covers included](#).

2 / Procedure for booking and payment

To book, please fill in the booking form on our website www.mysicilyexperience.com, send an e-mail, phone to MM IMMOBILIARE DI MAURIZIO MICARI or to the fixed travel agencies. The booking is dependent to the previous confirmation of the availability of the chosen lodging on the part of MM IMMOBILIARE DI MAURIZIO MICARI and is considered totally valid only after MM IMMOBILIARE DI MAURIZIO MICARI has received the official "request of booking" and the pertinent amounts. Within 3 days MM IMMOBILIARE DI MAURIZIO MICARI shall receive your "request of booking" and a first payment equal to a 30% deposit of the price of the booking. Once we have received the deposit we shall send you an "account balance" with all the details of what you have paid and what you still have to pay. Full payment must be made before the date stated on the "account balance", as well as on the presentation page for each property under the heading "payment conditions". For bookings made close to the dates of the holiday, entire payment must be made at the time of booking. Once your balance is received we will send you an "accommodation voucher" with all the useful information about the delivery of the keys and the travel directions to reach the reserved accommodation itself. The contract between the two parts will be considered regularly active and already definitive with your down payment of the deposit. Should you fail to down pay the deposit amount within 3 days from the confirmation, your booking itself will be automatically cancelled. In order to activate the insurance policy included in the price it is necessary, within 24 hours from the confirmation of the booking, to indicate all the names of the people who will stay in the property, filling in a special form that will be sent by MM IMMOBILIARE DI MAURIZIO MICARI together with the confirmation of the booking.

3 / Length of tenancy – arrival time

The minimum length of the stay is one week for the most part of the properties, generally beginning on the Saturday afternoon (between 16:00h. and 20:00h.) of the arrival date and ending on the Saturday morning (between 08:00h. and 10:00h.) of the departure date. Any alterations concerning the arrival and departure times must be previously arranged with the key-holder and at any rate subordinated to his/her acceptance. No reimbursement is provided for in case the arrival is anticipated or delayed. Please, notice that in August MM IMMOBILIARE DI MAURIZIO MICARI saves to itself the right to accept – at least – two weeks long reservations.

4 / Number of guests

Only the people whose name is indicated in the "accommodation voucher" of MM IMMOBILIARE DI MAURIZIO MICARI will be allowed to occupy the property. Any possible substitution of people during the term of the stay will be permitted only if previously agreed with MM IMMOBILIARE DI MAURIZIO MICARI. The number of guests (adults + children) cannot be bigger than the number you stated at the moment of your reservation and at any rate cannot outnumber the sleeping capacity indicated in the description of the accommodation unit present on the internet site www.mysicilyexperience.com. In the total number of people in party only one child no older than 3 years will not be counted. The key-

holder may forbid entrance into the accommodation to those people in excess. In order to take advantage of the "special offer for couples", the number of people occupying the property must not exceed two (including children under the age of 3). The Villa is rented for no purpose other than for normal use of habitation, excluding different subsequent lease agreements, and for n° 14 people; should other people inhabit it, the lease will be terminated.

5 / Formalities at the Arrival – Safety deposit

Please, 2-3 days before your arrival date phone in order to advise about your estimated arrival time and to arrange and/or confirm the modalities concerning the delivery of the reserved house. At your arrival you have to produce the above mentioned "accommodation voucher" together with a personal identification paper and leave to the key-holder a safety deposit in €, equal to the amount indicated in the description of the accommodation unit. The key-holder – might it be the property's owner personally or one person in charge of his/her – can refuse entrance into the accommodation if you don't leave a safety deposit at your arrival. This very same safety deposit will be refunded at the end of the stay – after the inventory check has been carried out contextually to the redelivery of the lodging to the key-holder – and upon deduction of any possible damage caused to the lodging itself.

6 / Cleaning and external maintenance

All of the lodgings will be delivered in clean and good conditions and basically the final cleaning is inclusive in the price. Notwithstanding this you have to redeliver the lodging as in order and tidy as at the moment of their arrival. Should the lodging not be redelivered as in the above written conditions the key-holder – might it be the property's owner personally or one person in charge of his/her – can deduct up to € 50,00 for the supplementary cleaning expenses from the safety deposit left at the arrival. Besides, the key-holder – might it be the property's owner personally or one person in charge of his/her – may have free access to the property in order to perform the necessary operations of maintenance (garden, swimming pool and so on).

7 / Cancellations – Changes

Any cancellations of confirmed bookings must be communicated in writing and will be subject to a penalty that shall be calculated according to the full price of the booking. The closer in date the cancellation is to the beginning of the holiday, the higher the penalty shall be -from reservation to 91 days prior to arrival 10% -from 90 days to 57 days prior to arrival 30% -from 56 days to 22 days prior to arrival 50% -from 21 days to 2 days prior to arrival 80% 1 day prior to arrival or NO SHOW 100%

Changes of term or accommodation are considered as cancellations and therefore – in such cases – the pertinent penalties will be enforced anyway. 24 hours elapsed from the failed arrival without any communication sent to MM IMMOBILIARE DI MAURIZIO MICARI the reservation will be automatically rescinded and MM IMMOBILIARE DI MAURIZIO MICARI will give the availability of the lodging back to the property's owner with no

obligation at its own charge.

8 / Responsibilities of MM IMMOBILIARE DI Maurizio Micari

Should, owing to reasons not within or circumstances beyond its own control, MM IMMOBILIARE DI MAURIZIO MICARI not be able to place the reserved property at your disposal, it will be consequently allotted you – upon your approval – a property with similar characteristics. In the case that what has been written above could not be possible MM IMMOBILIARE DI MAURIZIO MICARI will be compelled to cancel the booking and refund the entire down paid sum to you who – from that moment on – will have no right to any further indemnity.

9 / Claims

Each accommodation proposed has been previously visited and checked with accuracy by MM IMMOBILIARE DI MAURIZIO MICARI itself which – for this very reason – declines all responsibilities for whatever modification introduced to the lodging by the property's owner without informing MM IMMOBILIARE DI MAURIZIO MICARI in advance. At your arrival you have to verify the good conditions of the accommodation, the inventory, the well-functioning of the electrical household appliances and make possible complaints within 24 hours. The repair for possible damages caused or happened in the course of the stay will be at the customer's expense. MM IMMOBILIARE DI MAURIZIO MICARI is however at your disposal to solve possible problems. Of course, to make that possible it is indispensable that your complaints are put forward in good time. At any rate, for all those claims carried out after that 10 days are elapsed from the end of your stay, you will have no right to any kind of compensation.

10 / Competent Forum

Any dispute or controversy shall be dealt with exclusively by the Judiciary Authorities in Messina (Me).