



CONDITIONS

SERVICES INCLUDED IN THE PRICES

- All flats have a garden or a private terrace with umbrella, table and chairs, and they are equipped with: plates, cutlery, stainless steel cooking pans, kitchen towels and sponges for cleaning.
- Charges for gas, electricity, hot and cold water are included in the price. Other services included in the price are: covered parking for one car, ironing room, barbecue (charcoal not supplied), wood oven, outdoor shower with hot and cold water, a 3600sq.m garden and outdoor tables, solarium, a playing area for children and table tennis, fitness-path in nature. A pet area dedicated to dogs is also available with some agility-dog exercises.
- Also included in the price is the use of a common area which has from one side a recreation zone with TV, table games, bookcrossing corner, books and catalogs on Elba Island; from the other side a kitchen equipped for 20 people (plates, cutlery, glasses, cooking pans). The exclusive use of this area requires on-site booking.
- Free Wi-Fi connection

SERVICES NOT INCLUDED

- Bed linen and towels (shower towels included) are only provided on request with an additional cost of **€ 12,50** each person for the first supply or for the following ones. The availability of linen and towels is guaranteed only if requested in advance and not at last.
- Use of 5 kg washing machines with soap and softener. Every washing cycle costs **€ 8,00**.

TERMS AND CONDITIONS

- The accommodation is available around **3 p.m.** on the day of arrival (Saturday, unless otherwise agreed) and must be vacated by **10 a.m.** on the day of departure (Saturday). There is no refund for late arrival or early departure, unless agreed in advance at the time of booking.
- The management must be informed in advance (by phone or by e-mail) about the ARRIVAL TIME or any delay. Without notice there will be the cancellation of the rent and the loss of the deposit.
- The **DEPOSIT** (30% of the total amount of the stay) must be paid when the booking is confirmed, and the **RENTAL BALANCE** must be paid on the arrival day. Cancellation without notice or non-arrival means that the full agreed amount will be paid, even if arrangements have been made for booking WITHOUT deposit.

- CANCELLATION FEE:

- o If the cancellation is communicated from 0 to 7 days before the date of arrival, the guest must pay 100% of the agreed price



- If the cancellation is communicated from 8 to 14 days before the date of arrival, the guest must pay 60% of the agreed price
 - If the cancellation is communicated from 15 to 29 days before the date of arrival, the guest must pay 40% of the agreed price
 - If the cancellation is communicated at least 30 days before the arrival date, the guest will not have to pay the agreed price. If the guest has already paid the deposit, he must always request a refund no later than 30 days before the date of arrival; otherwise it will NOT be refunded
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- At your arrival you will find a **CLEAN AND TIDY** flat, and it must be left in the same conditions. IF NOT, a cleaning fee of **€ 30,00** for the one room flat and of **€ 60,00** for the two rooms flat will be asked.
 - The **NUMBER OF GUESTS** in each flat MUST NOT be higher than the number of beds available. If it is higher the management will apply a charge for the extra person or refuse the stay. It is forbidden to host not registered people.
 - The price for an **EXTRA BED/COT: € 70,00** per week.
Babies or children, even if they sleep with their parents, are counted as people to be accommodated as well.
 - **PETS** (dogs, cats and others) are allowed only with management agreement and if guests provide during the booking all the informations about their pet (size) and any special needs. In this way we will suggest the best accomodation for you and your best friend. The presence of pets must always be communicated. Otherwise, the management may not accept guests with pets for logistical reasons and the agreed amount will be required anyway.
 - In case of **LOSS OF THE KEYS** you will be charged € 80,00 to change the whole lock.
 - Any **DAMAGE OR BREAKAGES** MUST BE REPORTED to the management before the departure

INFORMATIONS

- The beach is situated 150 meters from Villa Europa, it is free to the public and it consists of sand, pebbles and rocks. On the beach you can rent deckchairs, umbrellas, pedal boats, canoes and windsurfers. It is possible to dock any kind of boat (with buoy). On the beach you'll find windsurfing and diving schools and cylinder charging service. There are also four bars and two restaurants. Not far from the beach there are tennis courts and horse riding schools, trekking and mountain bike trails.
- For your daily shopping needs there is a small supermarket at the Camping "Croce del sud", just 200 metres away. In the village of Capoliveri, 2 km away, there are more supermarkets, a pharmacy, first aid with ambulance. The hospital is in Portoferraio (18 km).