

CASA KATARINA – MARE & MONTI

Silvi, Abruzzo, Italy

GENERAL TERMS AND BOOKING CONDITIONS

short-term tourist rental – locazione turistica

Owner and landlord

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Accommodation

Casa Katarina – Mare & Monti

Via Tagliamento 4, 64028 Silvi, Italia

CIN: IT067040C2OKPXZONV

1. Introductory provisions

These General Terms and Booking Conditions govern the relationship between the landlord of Casa Katarina – Mare & Monti and the person who books or uses the apartment, hereinafter referred to as the “guest”.

The apartment is provided as a short-term tourist rental – locazione turistica. It is not a hotel and no hotel services are provided.

The guest must read these conditions before completing the booking.

By submitting a booking request and subsequently paying the deposit, the guest confirms that they have read and accepted these conditions.

2. Booking and formation of the contractual relationship

Submitting the booking form does not in itself constitute automatic confirmation of the stay.

The booking becomes binding after:

- the landlord confirms the requested dates;
- the total price of the stay is confirmed;
- the guest pays the required deposit.

2. Booking and formation of the contractual relationship – continued

If the deposit is not paid within the specified period, the landlord may cancel the booking without further notice and offer the dates to another interested party.

The booking confirmation, payment details and these conditions may be sent electronically to the e-mail address provided by the guest when booking.

3. Apartment capacity and number of guests

The maximum capacity of the apartment is 10 persons, including children, unless otherwise agreed in writing.

Only persons listed in the booking and subsequently reported to the competent Italian authorities may stay in the apartment.

The agreed number of guests may not be exceeded without the landlord's prior written consent.

If more persons stay in the apartment than agreed, the landlord is entitled to require payment of the relevant difference or terminate the stay without any entitlement to a refund of amounts already paid.

4. Price of the stay

The price of the stay is determined according to:

- the dates of the stay;
- the length of the stay;
- the number of guests;
- the season;
- any individual conditions of the offer.

4. Price of the stay – continued

The price stated in the booking confirmation is decisive.

Unless otherwise stated in the booking confirmation, the price includes in particular:

- use of the apartment and its equipment;
- air conditioning and normal energy consumption;
- Wi-Fi;
- bed linen and towels;
- standard final cleaning;
- tourist tax;
- beach loungers and umbrellas;
- bicycles;
- paddleboard;
- garage or parking space.

4. Price of the stay – exclusions

Unless otherwise stated in the offer or booking confirmation, the price does not include:

- the refundable security deposit;
- any pet fee;
- services or equipment provided by third parties;
- beach services operated by third parties;
- extra cleaning caused by excessive soiling;
- compensation for damage caused.

5. Payment terms

When booking, the guest must pay a deposit equal to 50% of the total price of the stay.

The deposit must be paid within the deadline stated in the booking confirmation, usually within one day of confirmation.

The remaining 50% balance must be paid no later than 14 days before arrival, unless otherwise agreed in writing.

For bookings made less than 14 days before arrival, the full price of the stay may be payable immediately.

Payment is deemed made when the amount is credited to the landlord's account.

If the balance is not paid properly and on time, the landlord may cancel the booking. In such a case, the deposit already paid will be treated as a cancellation fee.

6. Cancellation conditions

The guest must notify the landlord of a cancellation in writing by e-mail.

The cancellation date is the date on which the landlord receives the written cancellation notice.

The cancellation conditions are as follows:

More than 30 days before arrival: the full deposit paid will be refunded.

From 30 to 14 days before arrival, inclusive: the deposit equal to 50% of the price of the stay is forfeited as a cancellation fee.

Less than 14 days before arrival: the cancellation fee is 100% of the total price of the stay.

In the event of a no-show without prior notice, the cancellation fee is 100% of the total price of the stay.

In the event of late arrival, early departure or failure to use part of the booked stay, the guest is not entitled to a refund of the corresponding part of the price.

If the landlord succeeds in rebooking the cancelled dates, the landlord may, after individual assessment, refund part or all of the amount paid. However, no automatic legal entitlement to such a refund arises.

Any refund may be reduced by demonstrable costs connected with the cancelled booking or the acceptance of a replacement booking.

7. Right of withdrawal

The standard fourteen-day right of withdrawal from a distance contract does not apply to accommodation bookings made for a specific date or period.

The possibility of cancelling the booking is therefore governed exclusively by the cancellation conditions stated above.

This rule is based on the exception applicable to accommodation services provided on a specific date or during a specific period.

8. Security deposit

The landlord is entitled to require a refundable security deposit of EUR 150, or the equivalent amount in Czech crowns.

The security deposit is intended in particular to cover:

- damage to equipment or facilities;
- loss of keys;
- extra cleaning;
- damage to borrowed equipment;
- outstanding amounts or other costs caused by the guest.

8. Security deposit – continued

The security deposit will be returned after inspection of the apartment, provided no damage, excessive soiling or other breach of the conditions of stay has been found.

Loss of keys is subject to a minimum charge of EUR 70. If the actual cost of replacing the keys, lock cylinder or lock exceeds this amount, the guest must pay the full actual loss.

If the damage exceeds the amount of the security deposit, the guest must pay the difference.

For returning guests, the security deposit may be waived by prior agreement.

9. Arrival and departure

The exact time and method of arrival and departure will be stated in the booking confirmation or in instructions sent before the stay.

Early arrival or late departure is possible only by prior agreement and subject to the operational possibilities of the apartment.

The guest must return the apartment in an appropriate condition, wash used dishes, remove their own food and dispose of rubbish according to the instructions provided.

Standard final cleaning does not include the removal of excessive dirt, large quantities of rubbish, stains, damage or the consequences of breaches of the house rules.

10. Pets

Pets are welcome.

When booking, the guest must state the type and number of pets.

A pet fee may be charged in accordance with the current offer.

The owner of the animal is fully responsible for:

- damage caused by the animal;
- additional soiling;
- disturbance of neighbours or other persons;
- compliance with local rules governing animals.

10. Pets – continued

A pet must not be left unattended where there is a risk of damage to the apartment, disturbance to the surroundings or danger to the animal.

11. Apartment equipment

During the stay, guests may use the equipment of the apartment and outdoor areas.

The guest must use the equipment carefully, safely and only for its intended purpose.

Bicycles, paddleboard, beach loungers, umbrellas, barbecue and other equipment are used at the guest's own risk.

Before using sports or beach equipment, the guest must check its condition and immediately report any defect to the landlord.

The guest must not use equipment that is visibly damaged or unsafe.

Children may use sports, beach and other equipment only under adult supervision.

The guest is responsible for the loss, theft or damage of borrowed equipment where this occurs during the stay.

12. Rules of stay

The guest must:

- use the apartment, common areas and equipment with care;
- observe quiet hours, house rules and the instructions of the building manager or local representative;
- respect neighbours and other residents of the building;
- observe the ban on smoking inside the apartment;
- not move furniture or equipment without the landlord's consent;
- not organise parties, noisy celebrations or other events;
- allow access to the landlord or an authorised person in the event of an emergency, urgent repair or risk of damage;

- immediately report any malfunction, damage, water leak, equipment failure or other extraordinary event.

13. Guest's liability for damage

The guest is liable for damage caused by the guest, other accommodated persons, visitors or pets.

The guest must report any damage immediately.

The guest may not carry out repairs without the landlord's prior consent, except for an indispensable intervention to prevent imminent damage.

The cost of repair or replacement of damaged property may be set off against the security deposit.

This does not affect the landlord's right to claim compensation for the full amount of the damage.

14. Landlord's liability

The landlord is responsible for making the apartment available to the guest for the agreed period and in a condition suitable for normal use.

The landlord is not liable for:

- loss or theft of the guest's personal belongings;
- damage caused by improper use of equipment;
- events caused by force majeure;
- temporary interruptions of water, electricity, gas, internet or other services beyond the landlord's control;
- restrictions on or closure of the beach;
- weather, sea conditions or other natural conditions;
- services provided by third parties.

14. Landlord's liability – continued

The guest must keep valuables secure and use the available safe.

15. Cancellation or early termination by the landlord

The landlord may cancel or terminate the stay early if the guest seriously or repeatedly breaches these conditions, in particular if the guest:

- exceeds the agreed number of persons;
- holds a party or seriously disturbs the surroundings;
- intentionally damages property;
- provides false information when booking;
- refuses to pay a required amount or the security deposit.

15. Cancellation or early termination by the landlord – continued

If the stay is terminated due to a breach of the guest's obligations, the guest is not entitled to a refund for the unused part of the stay.

If the landlord cannot provide the stay for serious reasons attributable to the landlord and no alternative solution is agreed with the guest, the landlord will refund the amount paid for the stay that did not take place.

16. Security camera

For property protection purposes, a security camera is located on the staircase in front of the entrance to the apartment.

The camera does not record the interior living areas of the apartment.

The camera is active only when the apartment is not rented. The system is switched off during guests' stays.

17. Personal data

The landlord processes guests' personal data in particular for the purposes of:

- handling the booking;
- concluding and performing the contract;
- communicating with the guest;
- complying with statutory registration and reporting obligations;
- calculating and remitting tourist tax;
- protecting the landlord's rights and property.

17. Personal data – continued

The guest must provide truthful information required for guest registration, reporting to the competent Italian authorities and the correct calculation and payment of tourist tax.

Detailed information on the processing of personal data will be set out in a separate "Privacy Policy" document.

18. Force majeure

The landlord is not liable for failure to perform obligations caused by circumstances that could not reasonably have been foreseen or controlled.

Force majeure may include, in particular, natural disasters, fires, serious infrastructure failures, official prohibitions, extraordinary security measures or other serious events.

In such a case, the landlord and the guest will try to agree on alternative dates, a voucher or another reasonable solution according to the specific circumstances.

19. Complaints and problem resolution

The guest must report any defect or deficiency without undue delay during the stay so that a remedy can be arranged.

If the guest does not report the defect during the stay and does not allow it to be remedied, a later complaint may be difficult to assess.

Complaints must be sent in writing to the landlord's contact e-mail address and must include a description of the problem and any supporting documentation.

20. Governing law and language versions

The legal relationship between the landlord and the guest is governed by the law of the Italian Republic.

The parties will first attempt to resolve any disputes amicably.

If these conditions are published in several languages and there is a difference in interpretation, the Italian version shall prevail.

21. Final provisions

These conditions are valid from 31 July 2026.

The landlord is entitled to amend the conditions to a reasonable extent. For a specific booking, the version valid at the time of its confirmation is decisive.

If any provision is invalid or ineffective, this does not affect the validity of the remaining provisions.

Guest confirmation

By submitting a booking request and subsequently paying the deposit, the guest confirms that they have read and accepted the General Terms and Booking Conditions.

The guest acknowledges the cancellation conditions and the fact that the fourteen-day right of withdrawal does not apply to accommodation booked for a specific date.