

1. Booking: A non-refundable deposit of 30% (50% on the peach season) on the total amount must be paid at the time of booking. No contract with us will exist until we have received your payment and Booking Confirmation, specifying the period of your stay, and we have subsequently confirmed your booking. Should you later cancel, cancellation charges will become payable as stated in point 6 below. We reserve the right to refuse any booking at our discretion. It is understood that this contract automatically expires at the end of the period stated on the Booking Confirmation.

2. Payment of the Balance: The balance due, as reflected on our Invoice, must be paid at least 45 days before your stay begins. If we have not received the balance by the due date, we shall be entitled to cancel the booking without prejudice to our claim for cancellation charges and to retain the deposit. For bookings made within 45 days of your arrival at the property, you will be required to pay the full cost of your stay at the time of booking. Upon receipt of your final payment, we will send you an information packet containing House Rules, the exact address and phone number of the property, a map showing you how to get there, and information about places to visit, restaurants and recreational facilities in the area.

3. Alterations and Cancellations by You: If you change your dates, this becomes a new booking. Your deposit is subject to the cancellation conditions stated in point 6 below.

4. Alterations and Cancellations by Us: Though it is unlikely we will have to make any changes to confirmed arrangements, it does occasionally happen and we will advise you at the earliest possible date. If, for any reason beyond our control, we are unable to provide you with accommodations at the property you have booked, we reserve the right to transfer you to a similar property. However, if this is not possible or you do not wish to be transferred, we will cancel the booking and refund the amount paid to us in full. We will not be liable for any further obligations or claims by you.

5. Number of Persons/Replacements: The number of people must not exceed the number of sleeping places indicated in the Booking Confirmation, except in the case of infants (under two years) for whom you can arrange for cot and bed linen to be available at the property. Pets are not permitted unless explicitly agreed to in writing. Should the property owner/manager find any violations to this clause, it is totally up to her/his discretion to ask you to vacate the accommodations.

6. Cancellation by You: If you cancel all or any part of your booking, or if the booking is cancelled by us due to non-payment, we charge the following penalties to you:

More than 30 days before your stay begins	100% of your deposit
From 29 to 15 days before your stay begins	60% of the whole cost of your stay
From 14 to 7 days before your stay begins	80% of the whole cost of your stay
Within 6 days of your stay begins	100% of the cost of your stay

Cancellation must be received by us in writing. We regret that penalty payments cannot be transferred to other periods or other accommodations. Taorminabedandbreakfast.com and its representatives shall not be responsible for any expense or liability resulting from labour disputes, war, acts of terrorism, government restraints, weather conditions, sickness, pilferage or any other cause beyond their control. We strongly encourage you to buy a travel insurance at time of booking to compensate you in the event you must cancel and forfeit funds. Our reservation office does not offer cancellation insurance. Below is a list of companies that offer this form of insurance. Please note that this is provided for information purposes only. We do not endorse these companies or have any form of affiliation. Here is a list of Companies Offering Insurance: Access America Travelex CSA GlobalCare TravelSafe. Taorminabedandbreakfast.com can not accept liability for any accident, injury, loss or damage sustained by tenants.

7. Arrival and Departure Times: Unless otherwise arranged, stays are booked on a weekly basis, from Saturday to Saturday. Check in/out must take place as follows: arrival time between 3 p.m. and 8 p.m. Departure time between 8 a.m. and 10 a.m. So you must let us know your arrival information (flight number, time of arrival at the airport or departure time from your previous location, means of transportation to the meeting point, etc.) at least 3 days prior to arrival. If you fail to do this, we cannot guarantee that you will not have to wait a long time at the meeting point. Anyway, if you arrive after 9 p.m. for any reason, a late fee of 50 Euro will be automatically deducted from your security deposit. In the event that the late arrival was not previously advised of or in the event that the owner cannot accept a late arrival, you are the only responsible for the cost of the overnight stay at hotel. It is not possible to arrive at the property after 10 p.m. for any reason, and neither Taorminabedandbreakfast.com nor the owners of the property accept any responsibility for damages, costs or other consequences whatsoever arising out of late arrivals.

8. Security Deposit: Upon arrival at the property, you will be expected to pay a Security Deposit to cover breakage or other damages, as stipulated on the Accommodation's web page and the Voucher. THE OWNER OR HIS REPRESENTATIVE CAN REFUSE ACCESS TO THE PROPERTY IF THE SECURITY DEPOSIT IS NOT HANDED OVER. Judgement regarding the condition of the property is left to the sole discretion of the property owner/manager. The exact amount of the Security Deposit is stipulated on the Accommodation's web page and the Voucher. Taorminabedandbreakfast.com declines all responsibility in the event of a dispute between you and the owner regarding the deposit.

9. Utilities and Other Extras: All Extras are specified on the Accommodation's web page and the Voucher and are to be paid in local currency cash on departure or during your stay. Any long distance calls made from the property must be charged to your telephone calling card. If pertinent charges apply, gas, electricity, heating and/or telephone meters will be read on arrival and departure and the exact charges will be due in local currency cash upon departure. The property owner/manager will deduct any unpaid utility and telephone charges from your Security Deposit upon departure.

10. Presentation of the Voucher: Upon arrival at the property, you must present the Voucher as well as your passport or identity card to the property owner/manager or his representative to enable them to proceed with their registration in accordance with Italian legal requirements. Failure to present the Voucher will result in an automatic penalty charge of 100 Euro.

11. Complaints: All properties are checked regularly by Taorminabedandbreakfast.com and its local representatives to ensure that they meet the required standards and that they are accurately reflected in descriptions and promotional material. While the company will do all that is reasonably possible to ensure that properties comply with descriptions or to rectify any problems that arise as a result of changes to properties, it cannot accept responsibility for last-minute changes or variations outside of its control. Complaints should be directed within 24 hours of the cause of the complaints arising to the area representative or to Taorminabedandbreakfast.com directly, and we will endeavour to resolve the problems, or find an alternative solution. Complaints giving rise to claims for compensation must be directed to our office in writing within 24 hours of the end of the rental period. All claims arising outside of this period are invalid. In addition, should you leave the property for whatever reason without notifying Taorminabedandbreakfast.com in writing beforehand, any claims for compensation are rendered null and void.

12. Liability: You and your party hold Taorminabedandbreakfast.com and the property owner/manager harmless from and against any and all liability arising out of or in any way connected with your use and occupancy of the property, including injuries, damages or losses from fire, theft or criminal activity. Taorminabedandbreakfast.com and the property owner/manager are never liable for consequential damages. It is important that you understand and acknowledge that many of the villas have historical value, and are furnished with antiques and period furniture which are different to today's modern furnishings and appliances. In addition, many of the properties have inherent dangers such as swimming pools, dry stone walls, ungated access to roads, staircases, unfenced drops, etc. These properties offer the opportunity to live for a short time in a different world where tradition and history form a part of the local life and culture. Neither Taorminabedandbreakfast.com nor our local representatives nor the owners can accept any liability for accidents occurring howsoever, as you must be responsible for taking any necessary safety precautions. Equally, no claims of any sort will be entertained in the event of incidents occurring while you or your guests are under the influence of alcohol or any non-therapeutic drugs.

13. Cleaning: The properties will be handed over clean and tidy and in good working order. If an extra charge for final cleaning is stipulated on the web pages and/or on the confirmation form, you are obliged to hand over to the owner or his representative the amount due for the cleaning of the property. If applicable the cleaning of the kitchen corner/the kitchen/the kitchenette such as dirty dishes etc or the removal of rubbish, are the customer's responsibility. If this has not been done, the owner or his representative have the right to an additional charge for this service. Additional cleaning charges may be assessed against the Security Deposit.

14. External Maintenance: The owner or his representative reserve the right to have free access to the property for essential maintenance purposes (garden, swimming pool etc.).

15. Behaviour: The person signing the Booking Confirmation is responsible for the correct and decent behaviour of his/her party. Should the person and his/her party behave in such a manner that is not acceptable by civilized standards, the property owner/manager has the right to ask the person and his/her party to vacate the premises.

16. Protection of personal information: In conformance with the law L. 675/96 on the protection of privacy and on the processing of personal data, Taorminabedandbreakfast.com declares that your personal data shall be used for reasons connected with or essential for carrying out our business (stipulation of rental contracts, via the booking procedure; the carrying out and the correct performance of the various contractual obligations; management and solution of litigation) The granting of the data is necessary for the performance of the contractual obligations, for the administrative and fiscal obligations covered by law. Any refusal to give consent for the processing of data will have the consequence that Taorminabedandbreakfast.com will be unable to carry out its duties in the contract. The data will not be passed on or communicated to third parties except when necessitated by the obligations of the contract or of the law. The client may exercise his rights as detailed in the law art. 13 della Legge 675/96, on request to the person accountable for the data processing, who is the current Managing Director.

17. Law and Jurisdictions: In the event of any controversy which may arise, the competent authority shall be the Court of Catania. On the basis of the following law: articolo 16 della legge 3 agosto 1998 n. 269, we are obliged to inform you of the following: Italian law punishes with imprisonment crimes related to prostitution and child pornography, even if they were committed abroad.