

# General terms and conditions 2017

Duration:	Minimum stay of one week. Rentals are from Saturday 4 p.m. to Saturday 10 a.m. For the bread and breakfast, shorter stays are possible and they can start on another day than Saturday.
Payment:	An initial deposit of 50% must be paid upon receipt of booking confirmation. The remaining balance of rent (50%) is due no later than 45 days before the date of arrival. Payment is to be made by bank transfer to the following account:  Ré sidence Cappella SA 2000 Neuchâtel Banque Cantonale Neuchâtel Cpte Eur: BCN Neuchâtel Z 3534 56 17 (IBAN : CH28 0076 6000 Z353 4561 7)  All bank charges incurred in transfers must be met by the lessee who should instruct the bank accordingly.
Withdrawal from the contract by the lessee:	In the case where the lessee has to withdraw from the booking this has to be in written form. If the cancellation is received up to: <ul style="list-style-type: none"><li>- 45 days before arrival date: 20% of the renting price is due</li><li>- between 30 and 44 days before arrival date: 50% of the renting price is due</li><li>- between 2 and 29 days before arrival date: 90% of the renting price is due</li></ul>
Bed covers:	Bed covers are included in the renting price and are changed once a week.
Bath towels:	Provided on request, at a price of 5 euros per person. Provided free of charge for bed and breakfast guests.
Kitchen towels:	Provided free of charge for your first stay.
Cleaning fee:	The cleaning are included in the renting price. It's carried out by the caretaker at the end of the rental period. The cleaning service is carried out twice a week free of charge for bed and breakfast guests. An additional intermediary cleaning can be provided for an extra fee.
Phones:	There is generally a good network coverage at the residence. There are also a landline and a fax at our office. Possible connection for personal computers.
Heating costs:	Not included in the rental price. Puccini, Tosca and La Gufa: according to the gas meter Fireplaces and wood stoves: a box of firewood can be bought for 5 euros. Electric heaters brought by lessees are not allowed.
Deposit:	To be paid to the caretaker upon arrival, alongside the cleaning fee. The deposit will be refunded to the lessee upon departure, after returning the keys and making the final inventory. Amount of the deposit: 150 to 300 euros.
Reduced rate:	In low and mid-season, a reduced rate will be applied. Children under 2 years of age are not included in the indicated number of people per accommodation.
Prices for the bed and breakfasts:	The 3 bed and breakfast units in the Michelangelo Villa are all double rooms. A 5% discount will be granted for stays longer than 7 nights. A reduced fee will be applied to people staying alone in a double room, provided the stay covers a period of minimum 7 nights.