General Rental Terms and Conditions

Mountain Cabin Valsesia
Strada Provinciale 299 di Alagna 28
13019 Varallo (VC), Italy

These general rental terms and conditions apply to the rental of holiday accommodation offered by Mountain Cabin Valsesia.
These terms set out the rights and obligations of both the landlord and the guest (the tenant). We ask guests to read them carefully.
The general rental terms and conditions are sent to the guest together with the booking confirmation. The guest must pay the deposit within five days of receiving the booking confirmation. The booking becomes final once the landlord has received the deposit.

Article 1: Booking and Payment

1.1 Every booking is confirmed by the landlord via WhatsApp or email with a booking confirmation. The general rental terms and conditions are enclosed.
1.2 The deposit is 50% of the total booking amount and must be paid within five days of receipt of the booking confirmation.
1.3 The booking becomes final only once the landlord has received the deposit.
1.4 The remaining 50% must be paid no later than twelve weeks before the arrival date. For bookings made within twelve weeks of arrival, the full booking amount must be paid in one payment within five days of receipt of the booking confirmation.
1.5 If the remaining balance is not paid within the specified period, the landlord reserves the right to cancel the booking. In that case, the deposit already paid will not be refunded.
1.6 The guest owes the full booking amount stated in the booking confirmation. No refund is given for late arrival or early departure.
1.7 The guest may not sublet the accommodation, in whole or in part, or make it available to third parties without the landlord's prior written permission.

Article 2: Cancellation by the Guest

2.1 Cancellation of a booking must be communicated to the landlord in writing, via WhatsApp or email. The date on which the landlord receives the cancellation is the official cancellation date.
2.2 If cancellation takes place more than twelve weeks before the arrival date, 50% of the deposit paid will be refunded. This corresponds to 25% of the total booking amount.
2.3 If cancellation takes place within twelve weeks before the arrival date, cancellation charges amount to 100% of the total booking amount. Amounts already paid will not be refunded. Any outstanding balance remains payable.
2.4 No refund will be given in the event of failure to arrive on the arrival date (no-show) or early departure.
2.5 The landlord recommends that the guest take out travel and cancellation insurance so that any cancellation costs may be reimbursed by the insurer, depending on the terms of the policy.

Article 3: Cancellation by the Landlord
3.1 If unforeseen circumstances oblige the landlord to cancel a booking, the guest will be informed as soon as possible via WhatsApp or email.
3.2 If the landlord cancels the booking, all amounts already paid will be refunded to the guest in full.
3.3 Force majeure means circumstances beyond the landlord's control that make it impossible to make the accommodation available. These include natural disasters, extreme weather conditions, serious damage to the accommodation or other unforeseen events.
3.4 If the booking cannot be fulfilled due to force majeure, amounts already paid will be refunded. The landlord is not liable for the guest's additional expenses, such as travel or accommodation costs, insofar as permitted by law.

Article 4: Insurance
4.1 The guest is responsible for obtaining appropriate travel and cancellation insurance. The landlord advises the guest to check the coverage and terms of the insurance in advance.
4.2 If the guest must cancel the booking due to illness, personal circumstances or other unforeseen events, the cancellation conditions set out in Article 2 apply, subject to any statutory exceptions.

Article 5: Liability
5.1 During the stay, the guest is responsible for using the accommodation, its furnishings and all facilities with due care. Damage caused by the guest, fellow travellers or visitors must be compensated to the landlord. Normal wear and tear is excluded.
5.2 The guest must report any damage or defects to the landlord as soon as possible. The landlord reserves the right to charge the guest reasonable, substantiated repair or replacement costs, including where damage is discovered only after departure.
5.3 The landlord is not liable for loss, theft or damage to the guest's personal belongings, nor for accidents or injuries during the stay, unless the damage results from circumstances for which the landlord is legally liable.
5.4 The landlord is not liable for damage or inconvenience arising from circumstances beyond the landlord's control, such as natural disasters, extreme weather, strikes or temporary interruptions to utility services, insofar as permitted by law.

Article 6: Photographs and Videos
6.1 The landlord reserves the right to take photographs and videos of the accommodation and its surroundings and use them on the website, social media and for other promotional purposes, while respecting the guest's privacy.
6.2 Photographs and videos in which guests are recognisable will only be published for promotional purposes with the prior consent of the persons concerned.

Article 7: General Provisions
7.1 The accommodation is available from 3:00 p.m. on the day of arrival. On the day of departure, the guest must leave the accommodation by 10:00 a.m. Any different arrival or departure time is possible only after prior consultation with and consent from the landlord.
7.2 The maximum number of permitted occupants is four for Apartment Stella and two for Cabin Nel Bosco. These limits must not be exceeded. Children and babies count towards the maximum number of occupants.
7.3 Smoking and using electronic cigarettes (vapes) are not permitted inside the accommodation. Smoking outside is permitted. Ashtrays are provided and must be used. Cigarette butts must not be discarded on the ground or in nature.
7.4 Parties, celebrations or other gatherings involving unregistered visitors may not be organised without the landlord's prior consent.
7.5 The guest must respect the peace and surroundings of the accommodation. Noise disturbance, such as loud music or other disruptive behaviour, is not permitted. We ask our guests to respect the tranquillity of nature and any nearby residents.

7.6 Persons not listed on the booking may not stay overnight without the landlord's prior consent. All overnight guests must be reported to and registered by the landlord in advance. The maximum occupancy specified in Article 7.2 must not be exceeded.
7.7 Pets are not permitted in our accommodation, with the exception of Cabin Nel Bosco, where a maximum of one dog is allowed with the landlord's prior consent. An additional fee of €45 per stay applies. The grounds of Cabin Nel Bosco are not fenced. The guest is responsible for the dog's behaviour and any damage it causes. The dog must not cause a nuisance, is not allowed on sofas or beds, and its waste must be picked up.
7.8 The guest must leave the accommodation tidy and broom-clean on departure. Waste must be separated and disposed of in the designated locations. Final cleaning is mandatory and charged separately, unless otherwise stated in the booking confirmation. If the accommodation is left exceptionally dirty, the landlord reserves the right to charge reasonable, substantiated additional cleaning costs.
7.9 When leaving the accommodation, the guest must ensure that all windows and doors are properly closed, lights and electrical appliances are switched off, and water taps are turned off.
7.10 The guest is asked to inspect the accommodation upon arrival and report any existing damage or defects to the landlord as soon as possible. Defects or necessary repairs arising during the stay must also be reported immediately so that the landlord can address them as quickly as possible.
7.11 The landlord respects the guest's privacy and will enter the accommodation during the stay only when necessary, for example for urgent repairs, maintenance, or where there is reasonable suspicion of damage or careless use. The landlord will inform the guest in advance and, where possible, agree on a suitable time. In emergencies requiring immediate action, the landlord may enter without prior consent.
7.12 Each accommodation has an information folder containing house rules and practical instructions for using the accommodation and its facilities. The guest is asked to read it upon arrival and follow the instructions during the stay.
7.13 In the event of serious or repeated breaches of these general rental terms and conditions, such as causing serious nuisance, exceeding the maximum permitted occupancy, or deliberately damaging the accommodation, the landlord reserves the right to terminate the rental agreement early. Unless the seriousness of the situation requires immediate action, the guest will first be given an opportunity to stop the breach. In the event of justified early termination due to the guest's actions, there is no automatic entitlement to a refund of the remaining rental amount, insofar as permitted by law.
7.14 The rental agreement and these general rental terms and conditions are governed by Italian law, subject to any mandatory legal provisions.
7.15 The accommodations of Mountain Cabin Valsesia are situated in a natural, mountainous environment. The guest should expect changing weather conditions and the presence of insects, birds and other wild animals in the immediate surroundings or occasionally inside the accommodation. Cabin Nel Bosco is located in the midst of nature and uses electricity generated by solar panels and stored in batteries. In the event of insufficient sunlight or prolonged bad weather, the landlord may need to operate a generator to recharge the batteries. This may temporarily cause some noise. The guest is expected to take account of these particular circumstances inherent in a stay in a natural environment.

General terms and conditions valid from October 1st