

The following general conditions constitute the integral part of the contract agreed with PRIMA RE srl (owner of easyromeapartments.com website's services):

1. Booking conditions and mode of payment.

To confirm the booking, it will be necessary to pay a deposit and give a suitable guarantee in favour of PRIMA RE srl based on one of the following modalities:

Modality	Activation Of Booking	Deposit
Credit Card number online with secure banking	Immediate with an email confirmation from PRIMA RE srl.	Yes*
Credit Card number by e-mail to PRIMA RE srl	As soon as we receive your credit card details, we'll send you a confirmation of the booking via e-mail.	Yes*

* The amount of the deposit that has to be paid varies, according to the apartment that has been chosen.

The exact amount of the deposit that has to be paid in order to confirm the booking is specified in the description of each apartment.

The **Deposit** is a part of the **rental fee** and is due in advance by credit card in order to finalize the reservation of the Property.

In case you select an apartment online and choose the Credit Card Offline payment method **you will receive a temporary booking number by email, which will be valid for 48 hours.** Within 48 hours you will have to send us by fax your credit card number. Then you will receive a definitive confirmation of the booking from PRIMA RE srl by e-mail. If the necessary payment details requested do not arrive or have not been communicated **within 48 hours PRIMA RE srl will be at liberty to cancel your booking.**

Irrelevant of the mode of booking, on arrival the balance has to be paid **ONLY WITH CASH.**

2. Cancellation or alteration of the booking by the Client.

A.CANCELLATION OF BOOKING

If you need to cancel the booking, you may send an e-mail to info@easyromeapartments.com. The cancellation policy of PRIMA RE srl is as follows:

Cancellation	Penalty	Note
More than 30 days before	100 Euro* processing fee	In case you have made the booking by sending a deposit of 20% by Credit Card, you will be reimbursed for the

arrival		difference if the value of the downpayment is superior. The cost of the corresponding operation will be retained.
Between 30 to 15 days before arrival	50% of the total amount of the booking	PRIMA RE srl will debit the amount of the penalty from your credit card.
Less than 15 days before arrival	100% of the total amount of the booking	PRIMA RE srl will debit the amount of the penalty from your credit card.

If you do not show up and do not inform PRIMA RE srl, then **the whole amount of the booking will have to be paid.**

*The 100 Euro processing fee will be retained from the downpayment. If the value of the downpayment is less than 100 Euro PRIMA RE srl will charge the difference on your credit card.

B. ALTERATIONS OF BOOKING.

A **50 Euro** processing fee will be charged in the following case of alteration of booking requested by the Client more than 30 nights before arrival:

- change of apartment for the same dates of the previous booking.

A **100 Euro** processing fee will be charged in the following case of alteration of booking requested by the Client more than 30 nights prior to arrival:

- reduction of the duration of the previous booking.

ALL THE ALTERATIONS OF BOOKING REQUESTED 30 DAYS OR LESS BEFORE ARRIVAL WILL BE CONSIDERED AS CANCELLATIONS AND THEREFORE THE CORRESPONDING PENALTIES WILL APPLY.

Example: Value of original booking 800 Euro. Value of new booking 600 Euro.

- if the alteration of booking is requested between 30 nights and 16 nights before arrival a 50% penalty will apply to 200 Euro (the difference in terms of value between the original booking and the new booking);

- If the alteration of booking is requested 15 nights or less before arrival, the whole 200 Euro (the difference between the original booking and the new booking) will be charged.

3. Prices and taxes.

A 4% VAT (Value Added Tax) is not included in the prices published on the website. Therefore, the final price will have an additional 4% on top of the total price of the apartment.

Example	
Price for the apartment:	100 Euro
VAT 4%:	4 Euro
Final price taxes included:	104 Euro

The prices indicated are daily and are specified in the price table of every single apartment. The prices vary depending on: the duration of the stay, the season (high/low) and, in some cases, depending on the number of persons who will stay in the apartment. Minimum stay is 4 days, unless differently specified in the description of the apartment. If the stay comprises of 2 different seasons (high/low) the payment amount will be calculated by counting the exact number of days for every period.

5. Services: what is included and what is not included.

The rent includes electricity consumption, change of bed linen and towels once a week. In case you need to have a supplementary service, for example additional cleaning, a change of linen, one may communicate the request at the moment of arrival and these extra services will have to be paid for on the spot. The information concerning the infrastructure in the area (means of transport, shops, restaurants etc.) are provided by third party, therefore it is possible that they may not be accurate or the recent changes may not be indicated. If there is a disruption in the furnishing of services like gas, water and electricity, PRIMA RE srl will not be retained responsible.

Check-in Monday to Saturday from 11.00 a.m. to 08.00 p.m. is free of charge, except on Italian public holidays.

What is not included:

- additional 20 Euro for check-in from 08.00 p.m. to 10.00 p.m. Monday to Saturday;
- additional 50 Euro for check-in from 10.00 p.m. to 01.30 a.m. Monday to Sunday;
- additional 20 Euro for check-in on Sunday and on Italian public holidays till 10.00 p.m.;
- additional 5 Euro per night for the use of the air conditioning.

5. Alternative apartment or cancellation by PRIMA RE srl.

PRIMA RE srl reserves the right to substitute at any time, for the same price, the apartment already booked with another apartment of the same or of a superior value in case of an unforeseen event. In extreme cases, PRIMA RE srl may, at any time, cancel the contract. In this case we will immediately return the entire amount of the deposit. No further amounts of whatsoever nature shall be due by the Company to the Client.

6. Departures, arrivals and cut short or extensions of stay.

The arrival has to be at the place and time agreed with PRIMA RE srl. If you do not arrive on the time agreed, due to demonstrable inconvenience which is not within your control (eg. delayed or cancelled flight) it will be sufficient to contact PRIMA RE srl on arrival and make a new appointment. When the late arrival cannot be charged to unforeseeable circumstances, you may anyway fix a new appointment with PRIMA RE srl for the hand over of the keys. In both cases, should you lose one or more nights, you will have to pay for the entire duration of the booking, including the nights you have not stayed in the apartment. In case of an anticipated departure no reimbursement will be recognized. To extend your stay it will be enough to contact our booking office.

7. Tenant's obligations.

At the moment of the hand over of the keys you will have to give a deposit of at least Euro 100 which can be paid in cash, or you can give your credit card number as a guarantee. If you do not give the deposit or the permission to charge your credit card in case of damages to our representative, we retain the right not to hand over the keys.

The tenant must pledge to occupy the lodging respecting the regulations of the good neighbourhood. At the moment of departure the full amount of the deposit will be returned to you if the apartment has not suffered any damages.

Final cleaning: The apartment must be left in order. More specifically: the pottery must be cleaned, the garbage must be thrown in the public garbage can, outside the apartment. If those simple rules will not be respected we will be obliged to charge 60 Euro for the final cleaning of studio apartments and one bedroom apartments, 80 Euro for the 2 bedrooms apartments and 100 Euro for the 3 bedrooms or larger apartments.

Check-in and check-out: **check-out is STRICTLY at 11.00 am.** Please consider this a matter of respect towards new guests. We will be obliged to charge an additional night if this timing is not respected. Check-in can be made from 11.00 am, but sometimes guests will kindly have to wait that the cleaning will be completed.

At the moment of departure the full amount of the deposit will be returned to you if the apartment has not suffered any damages.

8. Responsibility.

PRIMA RE srl will not be held responsible for:

- Robbery in the apartment;
- Fire;
- Other causes out of the control of PRIMA RE srl (natural calamities, wars, terrorist attacks etc.).

9. Acquisition of other services.

Having booked an apartment you may request and acquire, by sending an e-mail, one of the following additional services:

Supermarket shopping delivery at your apartment:

For this service you would have to pay Euro 15 for the service on top of the cost of the products; you may ask for this service anytime you desire paying 15 Euros of commission for every shopping delivery. PRIMA RE srl will give you a copy of the supermarket bill as proof of costs of the purchase. PRIMA RE srl will acquire the same type of goods requested, without any obligation of brand. In case a product is not available in the supermarket, PRIMA RE srl reserves the right not to acquire it. The corresponding amount of the item that has not been acquired will be fully reimbursed. PRIMA RE srl reserves the right not to provide the service in case of unforeseen circumstances. In that case the total amount will be reimbursed without any expense. You may cancel the service and ask for the reimbursement of the amount paid, except eventual costs for the corresponding operation, up to three days before the date of arrival. In case you request the cancellation of the service less than three days before arrival or do not show up, no reimbursement will be given by PRIMA RE srl.

Mode of payment: The cost of the shopping and the commission for the service (15 Euro) will always have to be paid in advance (credit card or cash). Only when PRIMA RE srl receives the payment for the service your request will be activated, which will be confirmed by an e-mail or with a fax.

Transfer from the airport or from the railway station:

The table of costs of this service is posted on our website. At the moment of the booking you would have to pay in advance with your credit card or by Western Union or bank transfer. You may cancel the request of this service at least three days before arrival and PRIMA RE srl will return the entire amount, except eventual costs. You will not receive a reimbursement if you cancel your request less than 3 days before arrival or if there is a no show. In case of late arrival or cancellation of flight or train, it will be sufficient that you get in contact with PRIMA RE srl and fix a new appointment, without any added costs.

Renting a laptop computer or a cellular phone with an Italian number:

The table of costs of this service is posted on our website. PRIMA RE srl does not have any obligation regarding the brand of the PC or cellular phone. You will be able to request these services at the moment of the booking of the apartment, directly from the website www.easyromeapartments.com. The booking of these services can be requested to PRIMA RE srl also at the moment of arrival or during the stay. The cancellation of service could be requested until two days before arrival. In case of no show, the whole amount of the service will have to be paid. PRIMA RE srl reserves the right not to give the service whenever it may become impossible to do so. Should you have already made the payment, you will be reimbursed the entire amount with no expenses.

Guide and tours:

These services are given by tour agencies or by authorised professionals. PRIMA RE srl offers to book these services on request. PRIMA RE srl will not be retained responsible in anyway for the problems that may arise in the services provided. In any case, we will do our best to assist you to resolve eventual problem or find alternatives. All these services will have to be paid on the spot and directly to the professional or to the agency which provides the service.

10. Competent court.

Any dispute regarding this present contract will be dealt with exclusively by the Roman Court.