

General

Terms and Conditions (GTC)



- 1. Al Forno is not accessible by car from Intragna.** All guests who intend to reach the small village of Pila by cable car instead of the mountain trail, are responsible for their own expenses.
- 2. Al Forno Vacanze is not a hotel business.** Guests are expected to provide for themselves. Towels are to be brought by the guests. Bed sheets (for a fee), kitchen linen, dishwashing detergent and cleaning supplies, as well as waste bags are available. A small amount of toilet paper is available on arrival. Guests are kindly requested to provide it for the rest of their stay. All waste must be disposed of by the guests themselves in Intragna at the assigned places.
- 3. Heating with wood.** Management shall ensure that logging takes place in the nearby forest, that the wood is roughly processed, and that it is properly stored. During the cold seasons this wood is available to the guests free of charge. However, it is essential that all persons respect this pre-determined wood procurement cycle. The wood must be collected from the assigned places and may need sawing and chopping. Guests are requested to leave the same amount of wood present at their arrival next to the oven for the following guests. During the Summer, or at temperature of 20°C (68°F) and over the use of wood is not allowed
- 4. Additional costs.** Water and electricity, as well as wood and waste charges are included in the rental price. The costs for bed sheets and tourist tax are calculated based on the number of persons and are listed separately on the agreement.
- 5. Careful use.** The tenant undertakes to use the rental property carefully, to obey the house rules, and to show consideration for the other residents and neighbors. In the event of any damage, etc., management must be informed immediately. The rental property must not be occupied by more than the number of persons stated in the agreement. Visitors who stay overnight must be notified to management. The tenant shall ensure that the other guests of the house meet the obligations of this agreement.
- 6. Families and groups.** For a peaceful cohabitation with the other guests, it is essential to show consideration for the other residents. At Casa al Forno, several guests share common rooms. Upon arrival, management informs all guests about some ground house rules, which must be followed. All Al Forno Vacanze holiday homes are old farm houses, called Rustici. The structure is simple and has been purposely maintained for renovations. Ceilings and floors are in part still made of simple, old, hand-made chestnut or larch wood beams and boards. In every house it is therefore possible to hear some noises through the walls.
- 7. Handover of the rental property; complaints.** The rental property shall be handed over to the tenant in clean conditions. If any defects are present when the property is handed over, the tenant must immediately submit a complaint to management, pointing this out. If this is not the case, the rental property is deemed to have been handed over in perfect conditions.
- 8. Return of the rental property.** The rental property must be returned on the specified date, in orderly and clean conditions. The tenant shall be obliged to pay compensation for any damage and for any items missing from the inventory.
- 9. Cancellation.** The tenant can withdraw from the agreement at any time under the following conditions. Up to 61 days before arrival: cancellation is free of charge. 60 to 31 days before arrival: 50% of the rental price. 30 to 15 days before arrival: 80% of the rental price. 14 to 0 days before arrival: 100% of the rental price. The date on which management receives the message will be considered for calculating the cancellation charges. If the tenancy is terminated prematurely, the full rent shall remain due. It is recommended to close a cancellation insurance. Substitute tenant: The tenant has the right to propose a substitute tenant. He or she must be solvent and acceptable to the lessor. The substitute tenant shall enter into the agreement subject to the existing conditions.
- 10. Applicable law and place of jurisdiction.** Swiss law shall be applicable. Place of jurisdiction is Bern, as the "Al Forno Vacanze" association headquarters.
- 11. Conditions of booking and payment.** A booking confirmation in writing will be sent to the tenant. The conditions of payment and the General Terms and Conditions are included in the confirmation. With the advance payment, the booking shall become binding and the GTC are accepted by the tenant. If the advance payment fails to reach the lessor by the agreed date, the latter may lease the property to other parties without further notification, and without incurring any obligation to pay compensation.

1.12.2016