

Contractual Conditions for the Mediation of Holiday Accommodation

*Temporary changes concerning the conditions of cancellation under point 5 of the Contractual Conditions for the Mediation of Holiday Accommodations. Valid for all new bookings as of January 01st 2021 for the 2021 travel year. **Not valid** for 2020 bookings which have been changed into 2021 bookings.*

5. Withdrawal of the customer and rebooking

5.1 The customer can withdraw from the rental of the holiday accommodation at any time before the start of the occupancy. The customer is recommended to declare his withdrawal in writing to Cilentano. If the customer withdraws from the contract as a tenant of the holiday accommodation, the owner of the holiday accommodation as the landlord is entitled to receive a payment of compensation according to his cancellation conditions, which Cilentano passes on and invoices to the customer on behalf of the landlord. The amount of the land-lord's lump-sum compensation (and that of the lump sums listed below) is determined by the occupancy price less the value of the expenses expected to be saved by the landlord and his expected acquisition by renting the holiday accommodation to someone else. Compensation for cancellation is always to be paid to Cilentano as the collection agent of the landlord. Compensation is due for payment immediately. If there are no separate cancellation conditions of the landlord or such conditions have not become part of the contract, a lump-sum compensation as a percentage of the total rental price, based on the time of the customer's cancellation, can be demanded as follows:

- until the 60th day before the start of occupancy: 10 %
- from 59th to 30th day before start of occupancy: 30 %
- from 29th to 14th day before start of occupancy: 50 %
- from 13th to 7th day before start of occupancy: 80 %
- from the 6th day before the start of occupancy: 90 %

The customer is at liberty to prove that Cilentano or the landlord did not incur any damage at all or only to a significantly lower amount than the lump sums applied in each case.

5.2 If, at the request of the guest, changes are made to the time of travel or the duration of occupancy after the contract has been concluded (rebooking), Cilentano will charge a re-booking fee of 27 euros per rebooking up to 60 days before the start of the trip, if the change of booking is possible and can be carried out. After expiry of this period, rebooking can only be carried out after withdrawal from the contract under the above conditions and simultaneous new registration. The customer is at liberty to prove that no damage has been incurred in the amount of the lump sums.

5.3 In the event of premature departure or late arrival of the tenant, there will be no refund of the full or pro-rata rental or travel price.