BELLAGIO PESCALLO GUESTHOUSE

PROPERTY DAMAGE AGREEMENT

Official guest documentation – please read carefully

This Property Damage Agreement forms part of the accommodation contract between the guest and Bellagio Pescallo Guesthouse. It applies to all stays booked directly or through third-party booking platforms, including Airbnb, Booking.com, Agoda, Vrbo, and any other authorised booking channel.

The purpose of this agreement is to define guest responsibility for damage, explain how damage costs are assessed, clarify claim procedures by booking channel, and identify the circumstances under which a registered credit card, security deposit, or approved payment method may be used.

1. GUEST RESPONSIBILITY

The guest acknowledges and accepts financial liability for any damage caused by the guest, members of the guest party, invitees, visitors, or any person granted access to the apartment by the guest during the stay. This responsibility applies to damage affecting, but not limited to:

- The apartment and all internal or external areas made available to the guest
- Furniture, furnishings, fabrics, curtains, sofas, chairs, beds, and mattresses
- Appliances, electrical equipment, heating, cooling, and household systems
- Kitchenware, glassware, crockery, utensils, decorative items, and accessories
- Bathroom fittings, sanitary ware, shower cabin, mirrors, and related equipment
- Walls, floors, doors, windows, locks, keys, and fixtures

The guest is not liable for ordinary wear and tear resulting from normal and respectful use of the property. Liability applies to damage, breakage, loss, misuse, negligence, stains, burns, scratches, holes, missing items, excessive dirt requiring extraordinary cleaning, or any deterioration beyond normal use.

2. HOW DAMAGE COSTS ARE CALCULATED

The table below shows indicative ranges only. These amounts are provided to help guests understand the potential scale of common damage items and do not represent fixed penalties or maximum limits.

The guest agrees to reimburse the actual documented cost of repair, replacement, specialist cleaning, labour, call-out fees, transport, installation, or supplier service, supported by an invoice, written estimate, contractor quotation, or equivalent documentation.

If the documented cost exceeds the indicative range, the higher documented amount will apply. If replacement is required because repair is not technically or economically reasonable, the guest is responsible for the documented replacement cost of an equivalent item.

Item / area	**Indicative cost***
Sofas / upholstered furniture	EUR 150 – 350
Mattress	EUR 100 – 150
Walls – scratches, holes, stains	EUR 200 – 2,000

Item / area	Indicative cost*
Household appliances	EUR 250 – 1,500
Glassware / crockery / kitchen items	EUR 25 – 250
Shower cabin / sanitary ware	EUR 500 – 1,500
Capsule coffee machine	EUR 90

Purely illustrative; the real documented cost prevails.

3. CLAIMS PROCEDURE AND TIME LIMITS

Any claim will be supported, where reasonably available, by photographs, inspection notes, invoices, estimates, contractor quotations, platform messages, or other relevant evidence. The applicable procedure depends on the booking channel used by the guest.

Booking channel	How a claim is made	Host deadline to open a claim	Guest response window
Airbnb	Resolution Center / AirCover	Within 14 days after check-out / before the next guest arrives	24 h; then Airbnb may step in
Booking.com	Damage Payment Request via Extranet	Within 14 days after check-out	Guest may accept or dispute via Booking.com
Agoda	Direct property claim / deposit collected at check-in where stated in the property policy	As soon as reasonably possible after check-out; normally within 7 days for direct collection	7 days to accept / dispute / request evidence, unless Agoda or local rules require otherwise
Vrbo	Vrbo damage deposit claim, card-on-file claim, protection claim, or direct claim depending on the reservation setup	Within 14 days after check-out where processed through Vrbo	According to the Vrbo process; the guest may be notified and may dispute through Vrbo where applicable
Direct booking on our website	E-mail / written message with photos and invoice or estimate	Within 7 days after check-out	7 days to accept / dispute / request evidence

If the guest does not respond within the stated window, the host may capture any pre-authorised security deposit, submit a claim through the relevant booking platform, charge verified costs where permitted, or pursue the claim under Italian civil law.

4. PLATFORM-SPECIFIC CONDITIONS

Airbnb bookings: this agreement supplements Airbnb damage procedures and does not override Airbnb terms. Claims may be submitted through Airbnb's Resolution Center / AirCover process. Airbnb may request documentation and may decide whether a charge or reimbursement is approved under its own rules.

Booking.com bookings: damage claims may be submitted through Booking.com's Damage Payment Request tools where available. The guest may accept or dispute the claim through Booking.com.

Booking.com procedures apply in addition to this agreement.

Agoda bookings: Agoda states that it does not collect security deposits on behalf of properties and is not responsible for damages incurred during a guest stay. Agoda advises properties to secure a refundable room deposit from guests at check-in and to display such policy on the Agoda listing. Therefore, for Agoda reservations, the guest agrees that Bellagio Pescallo Guesthouse may request a valid credit card guarantee, refundable deposit, or equivalent security arrangement at check-in when disclosed in the property policy. Damage claims may be handled directly between the property and the guest, supported by evidence and documented costs.

Vrbo bookings: Vrbo may support refundable damage deposits, card-on-file arrangements, or damage protection options depending on the property settings and booking configuration. Where a refundable damage deposit applies, Vrbo indicates that the deposit is paid upfront and refunded after 14 days if no claim is filed. Vrbo also states that hosts generally have 14 days after check-out to assess the property and file a damage claim. The guest remains responsible for documented damages not covered by Vrbo's protection mechanisms or where platform rules allow recovery.

Direct website bookings: this agreement forms part of the direct accommodation contract. The property may place a pre-authorisation hold on the guest credit card and may capture verified costs only for documented damages, subject to the notice and dispute procedure described above.

5. PAYMENT METHOD

Reimbursements are made through a secure Stripe link, credit card capture of an authorised deposit or pre-authorisation, bank transfer, or another mutually agreed payment channel.

For direct website bookings and bookings where the platform does not collect or manage a security deposit, the host may place a pre-authorisation hold on the credit card and capture it only for verified costs. No charge is made unless damage is identified, documented, and notified under this agreement.

The guest authorises the property to use the registered payment method, security deposit, or pre-authorised card exclusively for verified damage-related costs, subject to applicable law and any mandatory platform rules.

6. RELATIONSHIP WITH OTHER TERMS

Platform bookings: for Airbnb, Booking.com, Agoda, Vrbo, or any other third-party platform, this agreement supplements and does not override the platform's mandatory damage provisions, payment rules, dispute procedures, or guest protection rules. Platform rules prevail in case of conflict to the extent required by that platform.

Direct website bookings: this agreement forms part of the accommodation contract concluded on the host's website or direct communication channel and prevails over any conflicting statements elsewhere, unless mandatory law provides otherwise.

House rules and check-in documents: this agreement should be read together with the Check-in Policy, house rules, and any booking confirmation or platform listing terms applicable to the reservation.

7. JURISDICTION

This contract is governed by Italian law. Any dispute shall be submitted to the Courts of Como, Italy, without prejudice to any mandatory consumer protection rights that may apply under applicable law.

8. GDPR NOTICE

Personal data collected under this agreement, including name, signature, contact details, reservation details, payment-related information, photographs, inspection notes, invoices, estimates, and claim communications, is processed solely to manage liability for damages, contractual obligations, legal compliance, fiscal requirements, and legitimate claims.

Data is stored for the period required by Italian civil and fiscal law and will then be deleted or anonymised. Data will be disclosed only when legally necessary, required by a booking platform, requested by competent authorities, or necessary to pursue or defend a legitimate claim.

GUEST CONFIRMATION

I declare that I have read and understood this Property Damage Agreement, including the platform-specific conditions, and I agree to its terms.

Guest name: _____

Signature: _____

Date: ____ / ____ / _____