



How to book a villa with us

Once you are sure of your dates and have asked all the questions you need to of us, have received a quote and found the flights... you are ready to book. If other questions come up later, don't worry, we are always on hand to respond to them. We know how speedy you need to be when booking certain flights like those on special offer with Ryanair, so once you tell us you wish to book, we reply and confirm your booking (subject to subsequent receipt of deposit etc). However, and we do have to say it, Please do communicate with us and ***wait for our written confirmation reply email that your booking is secured before you book any flights.***

Once you have done that, the booking process is fairly straightforward. Within the next four days:

1. Please print off and complete the relevant villa booking form available on our website before scanning and emailing it to us on info@get2sicily.co.uk or ensure your own written email contains all required information from the form. The back of the booking form contains a lot of small-print. We aren't trying to pull a fast-one - it's a standard Italian Rental contract agreement to cover you and us for the duration of your stay. We are a small family company and will always act reasonably and helpfully where we can, so please don't be too overwhelmed by the official nature of the text.
2. Upon receipt of the form or appropriate substitute, we will send you the payment details according to your selected currency (Euro/GB Sterling) and method of payment (cheque, bank transfer etc). We require a deposit of 30% of the total rental cost to secure your booking. We are happy to communicate over the phone as well as in writing or email to help you through all of this process.
3. On receipt of your deposit payment, we will send you an invoice confirming the booking and the payment taken so far. We will also send two adobe pdf documents with detailed directions, and advice on how to find and use things such as boilers and trip switches in the villa, information about key pick up/drop off and any other relevant information.
4. If paying in Sterling, the remaining balance (70%) is due 28 days before your arrival date. When we have received your balance, we will send you a receipt. In exceptional circumstances, or for customers outside the UK paying in Euros, the balance can be settled on arrival (in Euros only).
5. A refundable security deposit of € 150 will normally need to be paid upon arrival if there are 3 or more persons in your group. The security deposit (less any deductions for breakages) will be refunded upon your departure. Sometimes this will be waived by us in writing.
6. Specific details relating to your booking will be established prior to your arrival in Sicily.; such as arrival time, whether we meet and greet at Trapani airport, the food basket contents, key handover etc.

If you have any questions about the booking process, please feel free to email us on info@get2sicily.co.uk