

Terms & Conditions

1. My Extra Home

"My Extra Home" is a registered brand exclusively used by Gextral SRL - Via Panisperna, 207 - 00184 Rome, Italy - C.F. e P.Iva 12951331003. When we mention "My Extra Home" we are actually referring to the company Gextral SRL. Gextral SRL is authorized by the owners of the managed properties to rent the real estate on their behalf.

2. Check-in, Check-out & Cleaning.

Guests can check-in from 2.00 PM to 7.00 PM. For late check ins an Extra Fee of € 25,00 may be applied.

Check-out shall be completed within 10.00 AM, without exceptions.

One weekly cleaning is included in the price. Cleaning include change of bed linens, towels, and courtesy line. Extra cleanings can be provided upon request with an extra cost.

3. No Show and Late Cancellation

In case of No Show or Late Cancellation the amount of the first night stay will be charged on the credit card used to make the reservation.

In case of late cancellation during the stay the amount of the first night stay will be charged on the credit card used to make the reservation.

4. Damages, Key Loss & Night Time Emergencies Phone Calls & Assistance

In case of loss or damage of the keys, a € 50,00 fee will be charged to the credit card.

Any damages incurred to the property will be deducted from the credit card used for the reservation.

For assistance to emergencies between 8.00 PM to 7.30 AM, when the emergency is not through the fault or responsibility of the management, My Extra Home charges a one time fee of € 25,00 per phone calls and of € 50,00 per on place assistance.

5. Tourism Tax (Only for Rome, Italy)

When a City Tax is due (depending on the city), My Extra Home will collect the City Tax on behalf of the owners of the managed properties.

6. Acceptance of Terms and Conditions

The terms and conditions provided for herein – and any subsequent amendment – apply to all our services available online, directly or indirectly (i.e., through agencies), on any mobile device, via email or telephone. By accessing our website, visiting it, and/or using any of the applications provided through whatsoever platform (hereafter referred to as "website"), and/or by booking, you declare of having read, understood and accepted (also for purposes of articles 1341 and 1342 of the Italian Civil Code) all the terms and conditions herein (including the privacy provisions).

7. Purpose of the Service

These terms and conditions, their contents, structure and the online booking service provided herein and through the website (the "service") are owned, managed and offered by My Extra Home ("My Extra Home", "we", "us", "our") and are provided for your exclusive use with non-commercial purposes, according to the terms and conditions herein.

Even though we provide our service with diligence and attention, we can not be deemed liable for any error (including manifest errors and typos), interruption of the service (deriving from damages – temporary and/or partial – reparation, upgrade or maintenance of our website or any other similar circumstance), for imprecise, misleading or false information, or for the default in their delivery.

Our services are available for personal use only and not for commercial use. Therefore, you are not allowed to re-sell, use, copy, insert, deep-link, monitor (using, for example, spider, scrape), visualize, download or reproduce any content, information, software, product or service available on our website for any kind of activity having commercial purposes.

8. Privacy

My Extra Home adopts highly ethic standard in compliance with the current applicable Italian law and respects your privacy. Unless requested by the law of the relevant jurisdictions, and with the exception any action requested by the applicable law, we will not disclose your personal data (including those relating to credit cards and other payment instruments used on our website) to third parties without your prior consent. The data controller for your data is the company Gextral SRL in the person of the data processor.

9. Credit and Debit Cards

Most banks and companies providing credit or debit cards bear the risk deriving from fraudulent or unauthorized use of your credit card or debit card by third parties, and cover all the charges deriving therefrom. This circumstance may cause your credit card or debit card to be charged a deductible amount (usually equal to Euro 50 or the equivalent amount in your currency). Should the company issuing the credit card or the debit card or the bank charge you such amount due to fraudulent or unauthorized transactions deriving from a booking made on our website, we will reimburse you such amount up to Euro 50 (or the equivalent amount in your currency). In order to receive the reimbursement, please make sure to report the fraud to the card's issuer (according to its regulation and procedures) and contact us immediately via email (info@myextrahome.com). The subject of the email shall be "Credit card fraud", and adequate written proof of the charging of the franchise shall be provided. Our reimbursement will apply only for bookings made through the safe server of our website www.myextrahome.com and only after having verified that the fraudulent or unauthorized use of your credit card derives directly from our breach or negligence and not from your misuse of the safe server of our website.

10. Emails

By making a reservation you agree to receive (i) one or more emails before the date of your arrival at the Suite/Apartment/Villa, giving confirmation of the booking and possible information on your destination and various suggestions and offers (also by third parties, should you have agreed) concerning your booking and destination, and (ii) an email after your stay, with the invitation to give your feedback on the structure.

11. Exclusion of Liability

Neither us nor any of our shareholders, managers, employees, representatives may be deemed liable towards you or any of your affiliates or related persons only for direct and immediate damages suffered or paid as a direct consequence of our breach to comply with our obligations with regard to the services that we should have provided to you. Our indemnification obligations (including for legal fees) towards you (and any of your affiliate or related parties) will be limited to a maximum amount equal to the total cost of your stay, as reported in the confirmation email (either for one occurrence or a series of connected occurrences).

Without prejudice to the above, in any case neither us or any of our shareholders, managers, employees, representatives, advisors, appointed persons, branches, affiliates, affiliated (distribution) partners, licensees, agents or persons involved in the creation, sponsorship, promotion or diffusion of the website and the contents provided therein may be deemed responsible for: (i) losses or punitive, special, indirect or consequential damages, loss of production, loss of profit, loss of income, loss of contract, for damages to the reputation and the name or for the loss of rights, (ii) the inadequacy of the (descriptive) information of the services made available on our website, (iii) for the services or products supplied through our website, (iv) for damages (direct, indirect, consequential or punitive), losses or costs incurred and paid as a result of the inability to use our website or a delay of our website, but however connected or related to its use, or (v) personal damages, damages to properties or costs incurred and paid for lawsuits and other legal or extrajudicial proceedings, claims, errors, infringements, (gross) negligence, willful maladministration, omissions, misrepresentations, civil liability, tort or liability without-fault for a tort attributable (in whole or in part) to an external agency that you have used to use any of our services or to book one of our Suites/Apartments/Villas.

In no case is My Extra Home deemed liable for damages, losses or thefts affecting any of the guest(s)' personal belongings located in the Suites/Apartments/Villas during his/her stay.

12. Intellectual Property



Unless otherwise stated, the My Extra Home trademark and logo, the website www.myextrahome.com and all the contents, information and materials on our website, as well as the copyright related to them, are exclusive ownership of and can not be reproduced, either in whole or in part, transferred (whether with electronic or conventional means), amended, linked or otherwise used for any purpose without the prior written consent of Gextral SRL.

13. Possible Failure of Technical Services

It is possible that the Internet service and the TV service in your Suite is unavailable during your stay due to technical problems which may occur and are out of the control of the property owner and/or Gextral SRL.

It is also possible that the Internet service provided is not compatible with your own computer's operating system or configuration. In all the cases above, neither the property owner nor My Extra Home can take responsibility for any losses or expenditures due to technical failure.

14. Behavior & Smoking

Tenant will not perform disturbing, unhealthy, noxious, hazardous or illicit acts, will not store flammable, explosive or corrosive materials and will not perform any mercantile or industrial activity within the leased property. Smoking is allowed only on the outdoor spaces. No pets allowed. No non registered guest are admitted.

15. Miscellanea

These terms and conditions, as well as the supply of our services, is regulated by and shall be interpreted in accordance with the laws of the Republic of Italy; any dispute that may derive out of or in connection with these terms and conditions and our services shall be settled by the exclusive jurisdiction of the Court of Rome, with the exceptions of mandatory provisions of law concerning the client's Court. The English version of these Terms and Conditions is merely a courtesy translation of the original Italian version posted on the Italian page of our website. The English version is informal and has a mere explanatory purpose: therefore, in case of any contradiction or discrepancy between the Italian version of these Terms and Conditions and its English translation (or other languages), the Italian version will prevail and will be considered as the only legally binding version. Should any of the provisions of these Terms and Conditions not be valid, loose validity or be/become non-binding, you will continue to comply with all the other provisions set forth herein. In this case, we will replace the above mentioned clause(s) with a valid and binding clause having an effect as similar as possible to the clause(s) being replaced, that you undertake to accept in compliance with the contents and the purposes of these Terms and Conditions.