= your action

= our action

You let us know you want to book for Casa Stiano (by e-mail or by phone).

or

You let us know you want to take an option for one or more weeks (by e-mail or by phone).

We will send you an e-mail to confirm your option and to agree the expiration date.

You let us know you want to change your option into a booking (by e-mail or by phone).

We will send you our booking form and our terms and conditions (by e-mail).

You send back the completed form to us (by e-mail or mail).

You will receive an invoice for the deposit (by e-mail).

You pay the invoice.

Once we have received your deposit:
- We will block the dates of your booking on our website,
- We will send you a confirmation of your reservation and your deposit
- We will inform the manager of Casa Stiano
- We will send you the invoice for the second part of the rent.

You pay the second part of the rent (at least three weeks before the date of your arrival).

After we have recieved the second part of the rent we will send you a confirmation and also a document with your code for the keybox and some tips for using your holiday home.

You let us know you don't want to continue your option or to book (by e-mail or by phone).

We will cancel your option and you don't owe us any fee.