

## FAQ

- **How do I book an apartment?**

You can book a LivingApple apartment directly through our website.

In the homepage [www.livingapple.com](http://www.livingapple.com), through our booking engine, type in the edit field "Availability" the desired dates and choose an apartment from the list. Click "Request booking" to proceed to the check-out.

- **How do I finalize the reservation?**

In order to guarantee the reservation we need a prepayment of 30% of the total.

To send prepayment **visit the page [PAYMENT DETAILS](#) on our website.**

- **Are local taxes included in the price?**

Yes, the prices on our website are taxes inclusive.

- **Do I have to pay a damage deposit?**

LivingApple requests a damage deposit of Euro 260.00 be left at the time of check in.

- **Is smoking permitted in any of your apartments?**

Our apartments are non-smoking. Smoking on balconies or terrace is always permitted.

- **Are pets allowed in any of the apartments?**

Dogs and the cats are admitted only if they have gotten used to live in apartment.

- **Where can I read your Rental Terms and Agreements?**

Before you can book an apartment you will be asked to read through and agree to our Terms & Conditions. They are also available to view at any time, by clicking on this link: [Policy](#).

- **What if I want to change a reservation I have already made?**

For us to best help you make changes to your reservation, please call or send an email to [minturno@gmail.com](mailto:minturno@gmail.com) and we can advise you on the easiest way to make the change.

- **What if I want to cancel a reservation?**

You can contact us by email for help changing or cancelling a reservation.

A confirmed reservation cannot be cancelled or modified by the client without incurring the following penalties:

- Upto 70 days from the proposed rental start date: 10% of the total price (minimum Euro 30)

- Between 42 and 69 days from the proposed rental start date: 25% of the total price (minimum Euro 50)

- From 41 days to the proposed rental start date: 100% of the total price (minimum Euro 50)

Any cancellation request will be considered valid from the day that LivingApple receives the request in writing

- **How do I get the keys to the apartment when I arrive in Scauri?**

We will be waiting for you directly at the property, in order to handover the keys, explain every detail of the amenities, and receive the balance of the amount of the rent. The security deposit will also be handed over at that time. In order for this meeting to go well, we just need you will contact LivingApple a few days prior to arrival to arrange your check-in time.

- **Can we arrive at any time in Scauri?**

We prefer that your arrival is scheduled between 14:00 and 6:00 PM. Also, your departure has to be between 8:00 and 10:00 AM.

In case your arrival time and departure times are not within these periods, please contact us in order to make arrangements as indicated in the Rental Terms and Agreements.

- **What is the LivingApple street address?**

Via Tore 16, 04028 SCAURI (LATINA) ITALY

- **How can I do to see the location in the google maps**

You can visit our website at the following link [DIRECTION](#).

- **What are the GPS Coordinates to reach LivingApple?**

Longitude: 13.702096939086914

Latitude: 41.262646395123596

- **Is LivingApple near the beach?**

LivingApple is 1 km (by foot) and 1,2 km (by car) far from the beach.

- **Is it possible to request a baby cot?**

Yes, you can request a baby cot for the accommodations. The service is free of charge.

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