

## **Dioni Damage Reimbursement Procedure**

The Dioni Damage Reimbursement Procedure must be followed if you wish to claim back unexpected costs from guests due to damage caused during their stay.

You can request reimbursement if;

- Guests, or their invitees, have caused damage to your property and you have been left with repair / replacement costs as a result.
- Guests, or their invitees, have left the property in a state which requires additional cleaning services above and beyond your normal changeover clean, for example carpet cleaning to remove heavy stains.

You cannot request reimbursement for general cleaning and expected costs related to wear and tear.

### **The reimbursement process**

If damage does occur and you wish to request reimbursement Dioni will take this up with the guests on your behalf.

We will need you to;

- Document the damage with photos or videos, and bring this to our attention as soon as possible
- Provide copies of repair estimates and / or receipts where appropriate.

This must be done promptly as we will need to request reimbursement from the guest *within 14 days* of departure.

Following this request we will liaise with the guests and make every effort to reach an acceptable resolution.