



## **BOOKING CONDITIONS PARTNER**

All bookings are made with Salogi S.r.l. Salogi S.r.l. is an agent with power of attorney of the principal (owner of the property). Your signature on the booking form will be taken as your and your party's acceptance of the following conditions:

### **1. BOOKING**

A deposit of 30% of the property rental must be paid. No contract with us will exist until we have received this amount and the booking form duly signed, and have subsequently confirmed your booking. Should you later cancel, cancellation charges will become payable in accordance with paragraph 3.

### **2. PAYMENT OF THE BALANCE**

The balance of the payment must be paid at least eight weeks before arrival. If the balance is not received by us by the due date, we shall be entitled to cancel the booking without prejudice to our claim for cancellation charges, and to retain the deposit. For bookings made within eight weeks of departure date, you will be required to pay the full cost of your holiday at the time of booking.

### **3. CANCELLATION BY YOU**

It is agreed between us that should you wish to cancel all or any part of your booking, or that the booking is cancelled by us due to non-payment, then we shall be entitled to the following percentage of the holiday cost.

8 weeks or more before arrival: deposit (30%)

8-6 weeks before arrival: 50%

6 weeks-arrival date: 100%.

Cancellations must be received in writing by us.

### **4. ALTERATIONS/CANCELLATIONS BY US**

Though it is unlikely that we will have to make any changes to confirmed arrangements, it does occasionally happen, and we will advise you at the earliest possible date. If for any reason beyond our control we are unable to provide you with the property you have booked, we reserve the right to transfer you to a similar property. However, if this is not possible or you do not wish to be transferred, we will cancel the booking and refund the amount paid to us for the property, but we will not be liable for any cancellation charges for travel arrangements.

### **5. NUMBER OF PEOPLE/REPLACEMENTS**

Only those people stipulated on the booking form may use the property. The number of people must not exceed the number of sleeping place indicated in the brochure. Should the key holder find more persons than those stated, it is totally up to his discretion to ask the clients to vacate the house. Infants (children under 2 on date of return) are not included in occupancy figures. However many owners limit the number of infants/toddlers. Each child over 2 (whether sleeping in a baby cot or not) will be counted as part of the villa occupancy.

### **6. COMMERCIAL USE**

Should clients intend to use a villa for any type of commercial use such as photo shoots or filming this should immediately be advised at the time of booking. Such use will only be allowed with the written consent of Salogi, who in turn will implement specific arrangements and stipulations thus imposed by the villa owner. No private parties, weddings, wedding

receptions or large gatherings are allowed in the properties without written permission from Salogi . No camping is permitted on the property grounds.

## **7. INSURANCE**

It is a condition of booking that your party is covered by comprehensive travel insurance including coverage against trip cancellation. The appropriate coverage should be purchased at the time of the booking. Please contact your travel agent, travel consultant or insurance broker about this. Your signature on the booking form confirms that you are covered by such insurance. **NOT APPLICABLE.**

## **8. ARRIVAL AND DEPARTURE TIMES**

Clients must arrive between 4 p.m. and 7 p.m. and leave before 10 a.m. on the day of departure. If the client is late, advance notice must be given in writing. In case of flight delays or inconvenient while travelling, clients should contact our office or the local housekeeper. Late arrivals are very difficult to be arranged and the housekeepers may reserve the right of asking for an extra fee, depending on the single case. In any case it is not possible to arrange arrivals after 10 p.m. It is up to the key holder's discretion to decide whether or not to allow clients to enter the house at times other than those stated. Salogi declines all responsibility in the matter.

## **9. SECURITY AND TELEPHONE DEPOSITS**

A security deposit as stated in the price list is payable upon arrival to the key holder in cash (any currency) or with traveler's checks (duly filled and signed). This is to cover the cost of any damage or breakages during your stay to the property or the contents. This amount, less any applicable claims, will be returned to you on the morning of departure. Failure to pay the deposit can result in the key holder refusing entrance to the house.

## **10. PETS**

Pets are generally not accepted by house-owners. If you want to bring one with you, please check in advance if this is possible. If accepted you will be requested for an additional security deposit and/or adequate insurance.

## **11. COMPLAINTS**

We have visited and checked each property and the descriptions in the brochure are therefore accurate and made in good faith. However we decline all responsibility for any modifications made by the owners without our knowledge. We also do not accept responsibility for the breakdown of the supply of water, gas nor electrical and telephonic lines, including electronic devices and internet connection, though we will use our best endeavours to arrange for problems to be solved. If you have any problem during your stay which cannot be satisfied by dealing directly with the owner or manager of the property, you should contact us immediately. It is impossible for us to claim compensation from the owner after you have returned from your holiday if you have not recorded the problems with us during your stay. Complaints lodged only at the end of the holiday period will not be taken into consideration. Clients who abandon the house without authorization from SALOGI lose all rights to any eventual refund or rebate.

## **12. CLEANING**

The property will be clean throughout at the beginning of the rental period and must be left by the tenant clean throughout at the end of the rental period. It is usually possible to arrange maid service but this cannot be guaranteed. The costs vary in different areas -approximately 15 Euro per hour – and are paid locally. If a maid is booked in advance her service cannot be cancelled locally without payment. Linen is normally changed after the first week. Not all houses have cots and few have more than one.

## **13. BEHAVIOUR**

The client signing the contract is responsible for the correct and decent behaviour of his party. Should the client and his party behave in a manner that is not acceptable by civilized standards, the key holder may ask the client and his party to vacate the house.

#### **14. PEOPLE WITH HEALTH ISSUES**

People with disabilities or health issues should verify with us the suitability of the property that they are considering. Our properties are in the countryside, and bugs, spiders, wasps and domestic animals are common in rural settings. Please take note of this in case someone in your group has serious allergies.

#### **15. LOW SLUNG CARS – VANS - MINIBUSES**

driveways. We therefore advise people intending to take a sports or low-slung car on holiday, to check with us first whether the access to the property allows for such a car. We advise against the use of vans and minibuses. Please always check with us, at the time of booking, if you are planning to use this type of vehicle when staying at one of our properties.

#### **16. SWIMMING POOLS**

Swimming pools are not open all year. If your rental period is outside the period May 28th to October 1st, please check with us if the pool can be opened. Swimming pools are not enclosed with fences and there are no lifeguards. Clients' use of the swimming pool is at their own risk. Children must be supervised at all times. Neither the villa owners nor Salogi and its agents assume responsibilities for use of the swimming pools.

#### **17. HEATING**

Heating costs are not included in the price and must be paid directly on the spot to the owner or his/her representative before departing. Please note that heating in Italy, when not subject to restrictions by the local Government, is more expensive compared to other countries. If you look for a property in low season, make sure to ask for an estimate of the heating cost. You may be asked a supplementary deposit for heating expenses.

#### **18. WATER AND ELECTRICITY**

Please note that most of the properties that we offer are not the typical purpose-built Mediterranean holiday villas. Most are converted farmhouses or former manor houses, full of character and history. Water shortages do occur; please use it sparingly during the summer months. At the same time, Italy is probably one of the few countries in the world where the government has introduced a system of electricity limitators to contain the national consumption. This means you must be careful when using more than one appliance at once because the limitator will shut the electricity off.

#### **19. INTERNET CONNECTION**

Many of our properties have an internet connection. From our experience, when a connection is interrupted due to technical reasons beyond our control, it is unfortunately very difficult, despite our efforts, to receive immediate assistance from some of the internet providers operating in Italy. We therefore strongly suggest that those who need to access their emails should bring their own BlackBerry, or a similar portable device. Please note that in any case we cannot accept responsibility for lack of these services (see also item 11).

#### **20. VALUABLES**

Valuables left at the property are the clients risk. Neither SALOGI nor the owners (nor their staff) are responsible for their loss.

#### **21. TOURIST TAXES IN ITALY**

A local tourist tax (tassa di soggiorno) has been introduced across year 2012 and most of municipalities in Tuscany and other touristic areas have opted to apply it. The amount, set on a number of nights, varies from place to place and is to be paid directly by tourists on the arrival at the property.

#### **21. LAW-JURISDICTION**

In the event of any dispute concerning the terms and conditions of this contract, the Court of Law of Lucca will have jurisdiction and Italian Law will be applied. On signing the booking form the client totally and unconditionally accepts these booking conditions.