



Terms and Conditions

Bookings:

Bookings are made on behalf of the Owner of the property at the prices stated in the web pages of Your Tuscany or on the sent Rental Agreement. Rates are based on market conditions applicable at the time of realization of the Your Tuscany web site.

Booking and Payment Policy

To secure a booking the Renter is requested to fill out the Rental Agreement that Your Tuscany will send via email and return it via fax to (0039-06-97251640). To guarantee your reservation a 20% up to 50% Advance of the total rental is required, plus a € 50,00 non-refundable processing fee. This prepayment is due at time of booking by wire transfer only and with a credit card (Visa or MasterCard) to guarantee the cancellation policies fee. **Please note: Bookings will not be considered confirmed without the bank payment receipt and the booking form.** As soon as the payment of the advance will be duly processed Your Tuscany will issue a confirmation Invoice to the Renter and the Property Owner or his representative. At this stage the “ requested period” can be considered secured . The Balance will have to be done via bank transfer no later than 60 days prior to your arrival date. After receipt of the Balance due the Renter will be sent full contact details of the property, and instructions as to how to arrive. In the case payment via wire transfer for the balance will not proceed for whatever reason Your Tuscany will immediately contact the Renter to let him know and resolve the problem. After several failed attempts to receive the final balance your confirmation invoice will be deemed as Cancellations and will follow the rules of the Cancellation Policy stated in the Your Tuscany Rental Policy. **Reservations made within 60 days of arrival date requires full payment at time of booking.**

Rentals:

The minimum rental period is generally one week, from Saturday to Saturday. In some specific cases, Your Tuscany reserves the right to accept only bookings for a minimum period of two weeks. Your Tuscany' also reserves the right to modify the prices in the price list when necessary. The number of persons (adults and children) must not exceed the number of sleeping places indicated in the web pages except in the case of infants (less than 2 years old) provided that the Renter brings a travel cot and its relevant bed-linen. In the event that the maximum number of individuals exceeded, the Owner reserves the right to refuse or revoke the booking. The substitution of persons during the rental period is forbidden unless previously agreed with YourTuscany. If the Client intends to host an event such as a wedding, it is required that Your Tuscany is notified prior to the Clients arrival at the villa and must be agreed upon in writing by the Owner. The Client must not sub-let or assign the rental of the villa, unless previously agreed by the Owner Your Tuscany will allow the transfer of client's reservation to another person/party. The request must be sent

and approved in writing to Your Tuscany and is subject to an administrative charge of € 100,00. Client and his guests are responsible for securing their personal belongings including jewellery and other valuables, as well as the house, which includes locking all doors and windows while away. The Client may not use the properties for any other purpose than of a private holiday residence for the accommodation of the Client and his guests otherwise agreed upon in writing by the Owner. The Client shall not engage in any activity or practice that may be or become a nuisance or annoyance to the Owner, or the occupants of adjoining land or that might invalidate any insurance policies effected on the property.

Check in / Checkout:

Unless otherwise specified in the description of the property, the arrival/departure must be as follows: Arrival: Saturday between 3 p.m. and 7 p.m. Departure: Saturday between 8 a.m. and 10 a.m. Any change to the arrival date and arrival time must be advised and approved by Your Tuscany and be at least 7 days in advance. In case of unavoidable delay on the Saturday of arrival, the Renter must call Your Tuscany Customer Service Dept. manned from Monday to Friday between 3 p.m. and 6 p.m. - Tel. +39.06.68809301

In the event that the owner or his representative are not available and it is not possible to advise the owner or his representative of a late arrival, in the event that the late arrival was not previously advised of or in the event that the owner cannot accept a late arrival, the Renter alone is responsible for the cost of the overnight stay in a hotel. The owner or his representative who are then obliged to make an unplanned displacement to the property are entitled to claim from the Renter the reimbursement of their expenses. On arrival the Renter must show the rental voucher as well as all guests' passports or identity cards to the owner or his representative to enable them to proceed with their registration in accordance with Italian legal requirements

Cancellations - cancellation fee

Any cancellation must be in writing and addressed to via mail: Your Tuscany Piazza Adriana 11, 00193 Rome (Italy) or via fax +39-6.97251640. The effective date of cancellation is when the written notification is received by Your Tuscany.

Cancellation penalties are set out in the table below:

- | | |
|---|---------------------------|
| a) recess from confirmation up to 120 days prior to arrival | 50% of the entire rental |
| b) recess from 119 to 40 days prior to arrival | 65% of the entire rental |
| c) recess from 39 up to to arrival | 100% of the entire rental |

Accidental Damage Fee

All reservations require an **Accidental Damage Fee** (stated on the sent booking form) due upon arrival (by cash or travellers cheques in Euro only) to the Owner or Representative. This fee will cover any accidental damage caused to the rented house and is refundable upon departure less any deduction made for loss or damage caused by the clients

or for any additional costs that were not included in the letting price. THE OWNER OR HIS REPRESENTATIVE CAN REFUSE ACCESS TO THE PROPERTY IF THE SECURITY DEPOSIT IS NOT PAID AT THE TIME OF ARRIVAL. Should the Renter decide to leave the property prematurely the owner or his representative is authorised to refund the deposit to the Renter by post (less any deductions for damages or any additional expenses) and only after having checked the inventory and the property in question. Your Tuscany declines all responsibility in the event of a dispute between the Renter and the owner regarding the deposit. The Renter agrees to indemnify Owner for any damages to the dwelling or grounds and to furnishings, caused by negligence of the guest or any member of his/her party that occur during the guests stay. If the guest's card is charged for reasons above, a copy of the charge with appropriate documentation will be forwarded within 30 days of departure.

Refunds

No refunds will be given for cancellations or interruption due to inclement weather or illness. 'YourTuscany' strongly advises all tenants to consider insurance needs in relation to travel, accident, medical and personal cover. Your Tuscany does not offer cancellation insurance. Below is a list of companies that offer this form of insurance. Please note that this is provided for information purposes only. Your Tuscany does not endorse these companies or have any form of affiliation. Here is a list of Companies Offering Insurance: [Access America](#), [Travelex](#), [CSA](#), [GlobalCare](#), [TravelSafe](#).

Your Tuscany can not accept liability for any accident, injury, loss or damage sustained by tenants.

Once you have checked into the property, no refund will be made for early checkouts. If you do not cancel the reservation and do not arrive for your rental period, all monies paid will be forfeited.

Your Tuscany will not issue refunds for situations arising from hurricanes, including evacuations without Travel Insurance coverage.

Rates

Rates do not include the € 50,00 administration fee, damage waiver fees. Rates, terms and taxes are subject to change without notice.

Additional Services:

For properties offering extra service the request must be made in writing to Your Tuscany upon confirmation. Requests made after booking are subject to availability. Payment is due full in cash upon arrival to the Owner or representative. Cancellations of extra services must be cancelled no later than 6 weeks prior to arrival and are subject to the administration fee of € 20,00.

Lock Outs

There will be a € 50,00 charge for anyone who locks themselves out of a unit and requires additional keys made readily available for re-entry. The fee will be deducted by the Accidental Damage Fee.

Pets

The Renter is obliged to advise YourTuscany at the time of booking if he is bringing any pets with him and he should communicate numbers and size. **Pets are admitted only under request.** It is compulsory for the Renter to supervise pet(s) within the communal areas of the accommodation. Pets are not permitted in some of the Properties we represent, please make sure to specify that you are looking for a "Pet Friendly" villa or Home when making your reservation. Not authorized pets authorizes Your Tuscany to terminate both guest's occupancy of the dwelling and reservation. The guests will also forfeit all rent and may be charged a € 250.00 cleaning fee.

Termination By Owner

In the event that the owner of a property elects to remove his property from the management responsibilities of Your Tuscany, the guest agrees to hold Your Tuscany harmless. In such event, the Your Tuscany agrees to provide the Guest with a comparable property at the original rate. If comparable properties are not available, the guest agrees to accept a full refund of all monies the Guest has paid for the rental of the property during the agreed rental period in lieu of any other possible damages. Your Tuscany and the Owner reserve the absolute right to require any individual to vacate a rental property for disruptive behaviour without any refund.

Age Requirements

There must be at least one individual **25 years of age** who will occupy the property during the entire stay or reservation must be signed and authorized by a parent or legal guardian who will share responsibility for all costs, damages, etc.

Pool and Hot Tub Heating

The pool can only be used by the Renter and his party and no registered guests are not admitted.

We require a € 750.00 deposit per week for heating of pools and a €250.00 deposit for heating of hot tubs/spas.

Request for heating of pool or hot tub must be made at time of original booking.

Estimated pool heating costs in Euro per week

Temperature	24°C/75°F	26°C/79°F	28°C/82°F	30°C/86°F
Month				
May	450	675	1000	1500
June	225	350	600	900
July	0	225	450	675
August	0	225	450	675
September	350	500	750	1200
October	600	900	1500	2000

(1 litre Diesel oil costs approx. € 1.06)

The hot tub is warmed under request as the pool, The heating estimated costs are the followings:.

Estimated hot tub heating costs in Euro per week

Temperature	35° C/93° F	37° C/97° F	39° C/100° F
Month			
May	225	350	450
June	150	225	300
July	150	225	300
August	150	225	300
September	200	300	400
October	300	450	600
November/April	375	525	750

RV's, Trailers, Boats and Motorcycles

RV's, Trailers, Boats and Motorcycles are not allowed in any plantation or villas complex.

Furnishings

Furnishings of the homes are NOT to be moved or rearranged.

Property Substitution

In the event a reserved property becomes unavailable due to maintenance, transfer, or other issue, Your Tuscany reserves the right to provide guests with a comparable substitute property; or, at its sole discretion, to cancel the booking and refund the unused portion of rent.

Complaints:

If the Renter or his guests have any problem during a stay he must notify the Owner or Owner's representative immediately. Should the Owner or Owner's representative will not be available the Renter shall contact you're your Tuscany Emergency Number Complaints previously provided with the voucher. Complaints notified only after vacating the property cannot be taken into consideration.

Jurisdiction:

In the event of controversies arising from the booking and the letting, the Roma Law Court only can deal with the matter and Italian law only applies. By agreeing to or signing the booking form and by making the booking, this implies that 'YourTuscany's General Conditions of Letting have been understood and have thereby been accepted without reserve and without exception. If any of the conditions of this contract have become invalid or were invalid or if in this contract there should be a gap, the other conditions cannot be contested.