

# Booking Conditions: ITALY

- I Booking Contracts are effected in the name and on behalf of the owners at the prices listed in the price lists attached to this catalog. Prices were established according to market conditions at time of going to print. Should these market conditions suffer important changes, we reserve the right to modify our prices accordingly. Unless otherwise stated, bookings are for a minimum of one week and run from Saturday to Saturday.
- 2 A deposit of 50% of the total letting price is payable at the time of booking and the balance is due no later than 60 days prior to the beginning of the letting period.
- 3 For bookings made less than 60 days prior to the beginning of the letting period, the payment must be made in full.
- 4 The booking contract comes into effect when Tuscan Enterprises is in receipt of the completed Booking Form, and full payment under clauses 2 and 3 hereof and when the client has received a written confirmation of booking. All bookings are rendered confirmed in Italy.
- 5 At least 15 days prior to the start of the letting period, providing all payments have been received, the client will be sent a road itinerary to the house and a voucher that serves as entrance pass to the house and must be shown to the keyholder on arrival. The voucher lists the client's name, the number of persons in his party, and the extra costs not included in the Booking Contract such as heating. The road itinerary lists the house address, name of the keyholder, eventual telephone number, and precise directions to the house.
- 6 The client must arrive Saturday, between 4.00 and 6.30 pm. If the client is late, advance notice must be given. If no notice is given, the keyholder is not held to wait for the clients after the arrival time has passed. It is up to the keyholder's discretion to decide whether or not to allow clients to enter the house at times other than those stated and may ask the client for reimbursement of expenses incurred. Tuscan Enterprises declines all responsibility in the matter.
- 7 On arrival the client must pay a security deposit of € 260 (Euro or equivalent amount in a known currency) to the keyholder. (There are a few properties where the security deposit is more than € 260. The required security deposit for each property is indicated in the price list.) Failure to pay the deposit can result in the keyholder refusing entrance to the house.
- 8 Only those persons stipulated in the Booking Form may stay at the house and the total number of such persons must not exceed the authorized number stated in the house description. Please note this includes children. Should the keyholder find more persons than those stated, it is totally up to his discretion to ask the clients to vacate the house.
- 9 The client signing the contract is responsible for the correct and decent behavior of his party. Should the client and his party behave in a manner that is not acceptable by civilized standards, the keyholder may ask the client and his party to vacate the house.
- 10 Tuscan Enterprises will consider the Booking Contract null and void after notification by the keyholder of violations according to clauses 6, 7, 8 and 9 hereof. No reimbursement will be paid.
- 11 The client and his party must vacate the house between 8.00 and 10.00 am. on the date of departure without exceptions.
- 12 The security deposit will be returned in full to the client at the end of the holiday period less any deductions made by the keyholder for damages caused to the house, its garden area, the internal and external furnishing (fair wear and tear excepted), heating costs and any extra expenses incurred during the holiday period and still outstanding at the date of departure.

I3

Cancellation charges will be levied as follows: 10% of total price if cancellation is made 90 days or more prior to the beginning of the letting period; 50% of total price if cancellation is made between 90 and 60 days prior to the beginning of the letting period; full amount if cancellation is made less than 60 days prior to the beginning of the letting period. Cancellations must be made in writing and will be calculated from the date of receipt by Tuscan Enterprises. Should the house be re-let, Tuscan Enterprises will refund the total amount less 10%.

I4

If as result of events outside of the owner's control, the house booked should no longer be available, Tuscan Enterprises will immediately notify the client and either reimburse the client the entire amount or, if so instructed, book the client into an alternative house. If the price of the alternative house is less than that originally paid, the client will be reimbursed the difference. If the price is more than that originally paid, the client must pay the difference in accordance with clauses 2 and 3 hereof.

I5

Tuscan Enterprises cannot be held responsible after going to print for changes and modifications effected by the owner to the house without giving due notice, nor for the state of cleanliness, for the furnishings, fittings and house equipment which are the owner's direct responsibility. Any complaints must be made by telephone or in person to Tuscan Enterprises within 48 hours of arrival and followed by a written confirmation addressed to the house owner and C/O Tuscan Enterprises. Tuscan Enterprises will forward all complaints to the owner and provide clients with the owner's complete address and name of his legal council. Complaints lodged at the end of the holiday period will not be taken into consideration. Clients who abandon the house without authorization from Tuscan Enterprises lose all rights to any eventual refund or rebate.

I6

In the event of any dispute concerning the terms and conditions of this contract, the court of law of Siena will have jurisdiction. In any and all controversies, Italian law will apply. On signing the Booking Form the client totally and unconditionally accepts these Booking Conditions.