

## Terms and Conditions of Booking

### 0. RENTAL

Bookings are made through **IL COLTO S.R.L. Via Ville 516, Terranuova Bracciolini- cap. 52028 (AREZZO) -email [info@villailcolto.it](mailto:info@villailcolto.it) P.IVA e C.F. 01866400516** at the price advertised in **Prices &Details**.

### 1. INITIAL RESERVATIONS

We accept initial reservations by telephone, fax or email for the current and following year only.

### 2. HOW TO BOOK

Bookings are made directly with **IL COLTO S.R.L.** Customers choose a period and ask the availability by mail. Once dates and availability have been confirmed, the property can be held for 3 days if time is required to book flights. Please contact us if required. Once a booking form has been received, the apartment will be held for 7 days awaiting receipt of deposit. On payment of the deposit, the booking will be confirmed. If the deposit is not received within the 7 day period we cannot guarantee that the dates will still be available as we will cancel provisional bookings if no confirmation has been received. Please keep us updated as to the type of payment being made, expected time of arrival and if there are any delays, to avoid disappointment. You will be advised of the balance and due date. On receipt of the balance payment, not less than 60 days before arrival, all details regarding directions, arrival and arrangements for the hand over of keys will be sent out. A voucher will also be included, which should be presented on arrival. If the balance payment is not received on time, the booking will be put on hold, pending cancellation until the balance payment or a written cancellation from the client is received. If booking is made less than 60 days before arrival, full payment is required at the time of booking. Confirmation and all details will be sent to the person in the group making the booking. This person should be over 18 years of age and have the authority from all persons in the group to make the booking.

### 3.THE BOOKING FORM

Reservations will be confirmed upon receipt by email to [info@villailcolto.it](mailto:info@villailcolto.it) of the fully completed and signed Booking Form, the deposit or full payment of the rental charge and the details of a credit/debit card to be provided as security. Until that time no contract or agreement will be considered to exist between us. If significant changes need to be made in the Booking Form after the reservation has been confirmed, an amended set of forms must be completed and signed. As the credit card companies do not recognize a typed name as a signature, the simplest method is to print the Booking Form, complete and sign it manually, and email it to [usa t info@villailcolto.it](mailto:info@villailcolto.it). Scanned signatures on forms sent via email are acceptable.

### 3. THE PARTY LEADER

The Party Leader is the person or agency who holds the booking, to whom all correspondence and invoices are addressed and who is responsible for the rental. Spouses' names are not considered interchangeable.

### 4. AGENCIES

Agencies are regarded as clients and Party Leaders and they or their legal representative must sign all the relevant documents, including the Booking Form, and provide as security a credit/debit card that is the agency's property (Company Card). Il Colto Srl shall not have any contract responsibility towards or any direct relationship with the agency's client. All financial transactions shall be made exclusively between Il Colto Srl and the agency.

### 5. THE SECURITY CARD

A credit/debit card (the security card ) in the name of the Party Leader must be given as security for the rental and related charges.

The security card will be held for that purpose only and debits will only be applied against the card under the following circumstances (administration charges may apply):

- to settle an outstanding balance, invalid or unpaid cheques, or payments not received according to the Payment Schedule;
- to settle amendment or cancellation fees;
- to settle the Final Bill if payment cannot be made in local currency;

Should you wish to alter the name of the Party Leader or substitute a different credit/debit card for the one provided in the Booking Form, an amended set of forms must be completed and signed.

The security card must have a period of validity that extends a minimum of 30 days beyond the end of the rental period. If the security card provided expires before that time, a Credit/Debit Card Form with the details of the replacement card must be completed and signed prior to the expiry date, failing which the Accommodation Vouchers will not be released.

## 6. PRICE & THE PAYMENT SCHEDULE

There is a **50% deposit payable on booking**. The balance – 50% of the rental fee - is payable **60 DAYS** before arrival. If a booking is made 60 DAYS or less before arrival, full payment is required on booking.

## 7. PAYMENT METHOD

Payment Can Be Made via Bank Transfer To “ Il Colto Srl” Credit Account As Follows:

Bank : Cassa Risparmio Di Firenze - Filiale Di Terranuova Bracciolini (Ar)

Address: Piazza Della Repubblica - 52028 Terranuova Bracciolini (Ar)

Current Account Number 7550/00 To "Il Colto Srl"

Abi 06160 Cab 71660 IBAN IT82W061607166000007550C00 SWIFT CRFIT3F

## 8. ACCOMMODATION VOUCHERS

The Accommodation Voucher package, which includes a list of Extra Services requested, driving directions, contact names and telephone numbers, will be provided once the fully completed and signed Booking Form and the total Invoice Price have been received and no later than three weeks before the first day of the rental period. The Voucher will not be issued if essential information is missing in the Booking Form. Errors or omissions in the Accommodation Voucher must be noted and conveyed to us immediately.

For security reasons, the Accommodation Voucher must be presented and left with the individual greeting you at the property or access may be denied.

## 8. DATA PROTECTION

In order to complete your booking we require some personal details from you. We will only use this information in order to complete your booking and undertake to keep personal details confidential. The information transmitted is intended only for the person or entity to which it is addressed and may contain confidential and/or privileged material. We will not review, retransmit, disseminate or use them for other purposes than the booking.

## 9. CANCELLATION BY YOU

Cancellation fees are as follows:

Stated you have given 50% of the rental fee as deposit at booking:

Length of time before arrival when we receive your cancellation in writing.

Cancellation 16 weeks or more before arrival – you lose 30% of the rental fee – we will refund you 20% of the rental fee

Cancellation between 12 - 16 weeks (including 16<sup>th</sup> week) or more before arrival – you lose 50% of the rental fee, that is you lose deposit

Cancellation at 12 weeks or less before arrival – you lose 100% of the rental fee

## 10. CANCELLATION / CHANGES BY US

If for any unforeseen reason we have to cancel your booking for reasons beyond our control, we will refund all monies in full. No extra monies will be due. We do not accept liability for travel expenses, alternative accommodation or other expenses that may be incurred.

## 10. LETTING PERIOD

The letting period for the property is minimum one week, Saturday to Saturday.

## 11. ARRIVALS & DEPARTURES

### a. Arrivals

Clients are expected to arrive at the property between 5:00 pm and 7:30pm on the first day of the rental period. If a different arrival time is anticipated, notification must be received in writing at Villa il colto offices well in advance or the owner/caretaker may not be available to permit entry. If an unforeseen delay should occur, every effort should be made to contact the owner/caretaker at the telephone number provided in the Accommodation Voucher. Access cannot be guaranteed after 10:30pm.

Upon arrival, clients should inspect the property with the owner/caretaker and ensure that they fully understand the use of any appliances, equipment and utilities. Units on the heating or air conditioning counter will also be checked in order to determine usage during the rental period as these charges are calculated on a per unit basis.

### b. Departures

Clients are expected to vacate the property by 09:30 am on the final day of the rental period. The owner/caretaker will arrive at the villa at 9:00am for an inspection of the property and presentation of the Final Bill. Should departure prior to 09:30 am be necessary, clients are requested to notify the owner/caretaker at the beginning of the rental period in order to arrange an alternative time for the property inspection. If you choose not to be present at the inspection we will automatically debit your Security Card for the amount of eventual damages plus the € 20.00 administration fee.

#### **11.LATE ARRIVAL / EARLY DEPARTURE**

No refunds will be due, if the customer is unable to arrive on the expected day due to travel problems. This also applies in the case of early departure.

#### **12.DEPOSIT FOR BREAKAGES/DAMAGE**

We require the payment of a security deposit for breakages. The amount of the deposit is € 500,00. This is payable in cash (euros) on arrival. It will be held and returned to you at the end of your stay. In the rare event of damage or large breakages we will deduct the cost from the deposit. This is at the discretion of the owner. Guests are kindly asked to leave their accommodation in a clean, orderly condition. All rubbish is to be disposed of in the proper manner and the kitchen area is to be left clean and tidy. If the villa requires additional cleaning, it is at the discretion of the owner to make an additional charge and deduct this from the security deposit paid. This is applicable even if there are final cleaning payable on location.

#### **13.RESPECT FOR OWNERS PROPERTY**

The owner should be advised of any breakages immediately. Theft is considered absolutely unacceptable. Please do not take away any items from the property at the end of your stay, they do not belong to you. Any items missing will be considered as theft. Please treat your accommodation / owners / fixtures and fittings with respect. Any illicit damage will be charged for. If guests behaviour is found to be unacceptable, owners have the right to terminate the rental immediately, no refund will be due. Guests are kindly asked to abide by any rules and regulations set out by the property. These are put in place for a reason and are also often to accommodate other guests staying at the property. Rules and regulations are set out for everyone and help with the management and running of a property. Please kindly abide by them and please be considerate of others.

#### **14.OCCUPANCY / NUMBER OF GUESTS**

The capacity of the Villa, according to the size and facilities at the property is 12 people. 12 people is the maximum number of guests accepted. We would ask customers to state clearly when booking the final number of all guests who will be arriving. If the number of guests exceeds the maximum capacity, this has to be agreed on booking and any changes have to be advised prior to arrival. We reserve the right to refuse extra guests if the number exceeds the maximum capacity after a booking has been made. No additional guests may be added after booking unless we have been advised in advance and have agreed it. If extra guests arrive at the property on or after the arrival date unexpectedly, the owner is within his rights to turn the guests away or make an additional charge. Tents, camper vans or any other form of camping are strictly forbidden.

#### **15.REGISTRATION OF GUESTS**

On arrival guests will be asked for their passports or identity cards, so that the owner can register guests in accordance with Italian regulations. Therefore, only guests listed on the booking form and who have registered may stay in the apartment. No changes or substitutions can be made. Guests are kindly asked to supply the relevant documents even in the case of a late arrival.

#### **16.SWIMMING POOL**

Swimming pool is open between mid May - mid October. Pool is not heated and opening / closure could be dependant also on the weather.

#### **17.HEATING**

Is payable at the end of the holiday according to the amount consumed, unless otherwise stated. Heating is generally required from mid / end September to approx. end May depending on local weather conditions. If you are planning a trip during Winter or Spring when heating will be required, ask the costs before booking.

#### **18.AIR CONDITIONING**

Air conditioning is charged for and payable at the end of your stay according to the amount used.

#### **19.ACCIDENTS, INJURY OR THEFT**

Guests are advised to close all doors and windows (even in isolated, country locations) when leaving the property and make use of safes for valuables, where supplied.

#### **20.DISPUTES**

By completing and submitting the booking form you agree to the above terms and conditions. Please note, that should a dispute be taken to court, Italian law will be used as the basis for deciding the dispute and the law courts in Arezzo will have jurisdiction.