

LUCCA

APARTMENTS & VILLAS

All bookings are made with LUCCA APARTMENTS AND VILLAS (Agent with power of Attorney of the owner of the property). By booking through us you declare to have accepted the following conditions.

1. BOOKINGS / CANCELLATIONS In order to confirm the reservation, the deposit indicated in the rental agreement must be paid. The balance of the rental is due 60 days before the arrival (payment failure may result in a cancellation of the booking). If your booking is within 60 days before the arrival, the total amount should be paid. In case of cancellation, the deposit paid (or the total amount, if the cancellation is within the 60 days prior the arrival) will not be refundable. No booking will exist until you receive a written confirmation by us. By proceeding with the payment, this will remain in effect without the possibility of charging it back.

2. ALTERATIONS / CANCELLATIONS BY US

Though it is unlikely that we will have to make any changes to confirmed agreements, it does occasionally happen, and we will advise you promptly. 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.

3. NUMBER OF PEOPLE / REPLACEMENTS/ CHILDREN & INFANTS

Each property has a maximum number of people allowed. The number of people must not exceed the number of sleeping place indicated on the property description. Should the house manager find more people than those stated, the extra people may be requested to vacate the house. Infants (children under 2 on date of arrival) are generally not included in occupancy figures. However, a few owners do not accept children or infants thus we require to be informed on whether you are travelling with children or infants. Each child over 2 (whether sleeping in a baby cot or not) will be counted as part of the villa occupancy. Please note that not all houses have cots or high chairs and few have more than one. In some cases, there is an extra fee so please check always with us. Linen for cots is never provided.

4. COMMERCIAL USE / PARTIES & WEDDINGS / OTHER ACTIVITIES

Should you intend to use a villa or an apartment for any type of commercial use such as photo shootings or filming, this should immediately be advised at the time of booking. Such use will only be allowed with our written consent. No private parties, weddings, wedding receptions or large gatherings are allowed in the properties without our written permission, unless this is clearly specified in the description. In such cases an extra fee will be requested for the event. No camping is permitted on the property grounds.

5. INSURANCE

We strongly recommend you and all members of your party to purchase a travel insurance including coverage against trip cancellation due to illnesses or death. The appropriate coverage should be purchased at the time of the booking. Please note that in the unfortunate event of a cancellation due to any reason, including health reasons, cancellation terms – as per point 1 - will irrevocably apply.

6. ARRIVAL AND DEPARTURE TIMES

Check-in time is usually between 2 pm and 9 pm for the apartments and from 3 pm to 9 pm for the villas. Please always check the allowed arrival time in each description as it may slightly change from a property to another. In case of flight delays or any inconvenience while travelling, clients should contact our office or the property contact. Late arrivals may involve an extra fee.

6. SECURITY DEPOSIT

In some cases, a security deposit against damages is to be provided, either upon arrival or at the moment of the booking. This is to cover the cost of any damage or breakages during your stay to the property. This amount, less any applicable claims, will be returned to you on the departure day or latest within 15 days after departure if paid with the booking.

7. 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 may be requested for an additional security deposit and/or an extra fee.

8. COMPLAINTS

We regularly visit and check each property. However, breakdown beyond our control, such as lack of electricity/water/gas supply, and/or internet connection may occur as depending on the company providers. In these cases, we will do our best to solve the problem in the quickest possible time.

If you have any problem during your stay you should contact immediately either the house-manager or our office. Complaints lodged only at the end or after the holiday period will not be taken into consideration. Clients who abandon the house without our authorization lose all rights to any eventual refund or rebate.

9. CLEANING

The property will be cleaned throughout at the beginning of the rental period and should be left by the tenants in good conditions at the end of the rental period. It is usually possible to arrange extra maid service but this cannot be guaranteed. The costs vary in different areas -approximately 15 Euro per hour – and must be paid locally. In case the property should be left in particularly difficult conditions, requiring extra maid hours than the usual time, you will be requested for an extra fee.

10. BEHAVIOUR

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 key holder may ask the client and his party to vacate the house.

11. ACCESS TO THE PROPERTIES

Several of our houses are located in the open countryside, so they are not well connected by public transportation. We advise therefore to check with us if a car is recommended. In some cases the houses are reachable through narrow or un-made roads, therefore, in case you wish to bring a sport car, or a car with low suspensions, please check with us if this is recommendable.

12. HEATING

Not always heating costs are included in the price. If not, they must be paid directly on the spot to the house-manager 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 during low season, make sure to ask for an estimation of the heating cost. Please also note that according to the Italian law heating can be turned on from November 1st to April 15th.

13. 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 the number of nights, varies from place to place and is to be paid directly by tourists upon arrival at the property.

22. 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 our Booking Conditions.