

LA BELLA TOSCANA - RENTAL AGREEMENT TERMS & CONDITIONS

Rental is arranged by us in the name of and on behalf of the owner of the property. All properties are fully furnished and equipped. Individual facilities are detailed in the brochure/web descriptions for each property.

PAYMENT TERMS: 25% of the rental cost on booking and the balance of 75% to be received by us two months before the beginning of the rental period. Payment can be made by credit card (Visa or Mastercard) or by bank transfer (bank transfer coordinates are detailed on our rental agreement). It is important that payments are authorized/paid by the due dates shown on the rental agreement. If we do not receive payment by a maximum of the day after the date indicated on your rental agreement, the property owners/La Bella Toscana reserve the right to consider the booking incomplete and therefore they/we are free to re rent the property of their/our own accord. In this case the relative cancellation charges will be applied.

CANCELLATION TERMS: Cancellation takes effect only when written notification is received by La Bella Toscana or its Freelance Agent from the person who made the booking. Cancellation notification must be made by recorded delivery and applies from the date we receive the notification. For cancellation up to 61 days prior to departure loss of 25%: from 60 days to 30 days loss of 50%: from 29 to 15 days loss of 80%: from 14 days to non arrival loss of 100%. We strongly recommend that clients take out appropriate travel insurance in order to be covered for cancellation.

CAUTIONARY DEPOSIT: A cautionary deposit, as detailed in the property's web price list and in the travel and arrival documentation supplied to you when you have completed payment of the rental, is to be paid for the property on arrival directly to the owner or the owner's representative in Euro cash. It will be returned to you at the moment of your departure, less the cost of any breakages or damages and less the cost of heating if used. The local administration fee is non refundable. Any extra costs (such as heating, air conditioning and any extra services) should be paid locally directly to the owner or his representative on departure.

ARRIVAL IN ITALY: When we have received full payment for the rental of the property we will supply you with detailed travel and arrival instructions including a voucher. You must arrive between 4pm to 7pm. If prior to departure you know that you will be unable to arrive during these hours you must contact the La Bella Toscana Office in Italy or the Freelance Agent with whom you reserved the property. A special arrival time, depending on what is possible for the owner, will be arranged by us which we will confirm to you in writing. If you are delayed during your journey and see that you will be unable to arrive by 7pm you must telephone La Bella Toscana Office in Italy so that we may arrange for you to be met at a later hour or on the following day depending on what is possible for the owner. We are contactable by telephone on arrival days from 8.30am to 12.30pm and from 3pm to 8.00pm.

Note: The names of many of our apartments/villas are purely fictitious and may not correspond with the actual local property names.

CLEANLINESS: The property will be consigned to you clean and in good order. On your departure you must leave the property in the same clean and good order in which you found it otherwise the owner is entitled to deduct from your cautionary deposit the cost of restoring the property to its original order. If on arrival you do not find the property in clean and good order you must immediately advise the owner or his representative and telephone La Bella Toscana Office in Italy.

DEPARTURE: The property you have rented must be vacated by 9.30am on the day of your departure.

PROPERTY AVAILABILITY: If due to exceptional circumstances (eg. fire, flood, etc.) the owner is unable to put the property you have rented at your disposal we will do all that we can to arrange for you to rent a property of equivalent or higher standard at no extra cost. In the event of our not finding an alternative acceptable to you we will cancel the agreement and our responsibilities will finish with the returning of the monies you have paid for renting the property.

NUMBER OF PERSONS: Only the number of persons stated on your rental agreement and voucher supplied to you with your arrival documentation may stay in the property. The maximum number of persons who can stay in each property is indicated in the property's web site description and confirmed on your rental agreement; the maximum number cannot be exceeded unless you have our written confirmation of the owner's consent.

USE OF SWIMMING POOL: The properties which have a swimming pool are indicated in the property's website description. Your signing of the rental agreement indicates your request to use the pool and you are accordingly authorised to do so by the owner. Your use of the pool is limited to that of yourself and the persons you have declared on your passport form. At all times you and your group must use the pool in a correct manner, according to the rules of the owner, and taking normal safety precautions. The owner cannot accept responsibility for your safety.

ANIMALS: You must advise us if you wish to bring an animal with you. Animals will not be accepted in the property you have rented unless you have our written confirmation of the owner's consent. Some properties have a local charge for accepting animals.

LIABILITY: La Bella Toscana accepts no liability for loss or damage caused by any event which constitutes 'force majeure' (e.g. wars, riots, natural disasters) or for any accident or loss of property sustained by clients during the period of their rental or for any breakdown in the supply of gas, electricity, and water attributable to public utilities.

COMPLAINTS: Complaints must be made immediately by telephone or in person to La Bella Toscana Office at Colle Val D'Elsa in order that we may do all possible to rectify any problem you have. Complaints must be confirmed in writing before the end of your stay. Complaints made after the end of your rental period cannot be taken into consideration.

DISPUTE: In the event of any dispute the court of law of Siena will have jurisdiction.