

BOOKING CONDITIONS

All bookings are made with Lucca Holiday Rentals. Your signature on the booking form will be taken as your and your party's acceptance of the following conditions:

1-BOOKING

A deposit of 30% of the property rental must be paid. No contract with us will exist until we have received this amount and the booking form duly signed, and have subsequently confirmed your booking. Deposit is not refundable.

2-PAYMENT OF THE BALANCE

The balance of the payment must be paid 6 weeks before your arrival.

3- MINIMUM LETTING PERIOD

One week rental is the minimum renting period.

4- NUMBERS OF PERSONS/REPLACEMENTS

Only those persons stipulated on the booking form may use the property. The number of people must not exceed the number of sleeping places indicated in the brochure. Should the key holder find more persons than those stated, it is totally up to his discretion to ask the clients to vacate the house. No camping is permitted on the property grounds.

5-INSURANCE

It is a condition of booking that your party is covered by comprehensive travel insurance including coverage against trip cancellation. The appropriate coverage should be purchased at the time of the booking. Please contact your travel agent, travel consultant or insurance broker about this. Your signature on the booking form confirms that you are covered by such insurance.

6-ARRIVAL AND DEPARTURE TIMES

Clients must arrive between 3 pm and 7 pm and leave before 10 am on the day of departure. If the client is late, advance notice must be given in writing. In case the flight delays or in-

convenient while travelling, clients should contact our office.

7-SECURITY AND TELEPHONE DEPOSITS

A security deposit is payable upon arrival to the key holder. This is to cover the cost of any damage or breakages during your stay to the property or the contents. This amount less any applicable claims, will be returned to you on the morning of departure. Failure to pay the deposit can result in the key holder refusing entrance to the house. For the house the security deposit is 300,00 euro. Deposits can be give in cash or travellers' cheques, personal cheques are not allowed.

8-COMPLAINTS

If you have problems during your stay please contact us immediately. Complaints lodged only at the end of the holiday period will not be taken into consideration. Clients who abandon the house without authorisation from us lose all rights to any eventual refund or rebate.

9 CLEANING

The property will be clean throughout at the beginning of the rental period and must be left by the tenant clean throughout at the end of the rental period. Linen is normally changed once per week.

10-BEHAVIOUR

The client signing the contract is responsible for the correct and decent behaviour of his party. Should the client and his party behave in a manner that is not acceptable by civilised standards, the key holder may ask the client and his party to vacate the house.

11-LOW SLUNG CARS

Our houses are located in the countryside, the access is by unsealed driveway. We therefore advise people not to take a sport or low-slung car on holidays.

12-PETS

Pets are generally not accepted by house owner. If you want to bring one with you, please check in advance if this is possible. If accepted, you will be requested for an additional security deposit and /or adequate insurance.

13-SWIMMING POOLS (villas)

Swimming pools are not open all year. If your rental period is outside the period 25 May to 28 September, please check with us that the pool can be opened.

14-MAID SERVICE AND COTS (villas)

Daily maid service is available on request. If you need a cot or more please ask for it in advance.

15-WATER (villas)

Please note that the properties that we offer are converted farmhouses full of character and history. Water shortage do occur, please use it sparingly during the summer months. At the same time, Italy is probably one of few countries in the world where the government has introduced a system of electricity limiters to contain the national consumption. This means you must be careful when using more than one appliance at once because the limiters will shut the electricity off.

16-PHOTOGRAPHY

Photographs taken at our properties cannot be used or sold for profit without written authorisation.

17- VALUABLES

Valuables left at the property are at the clients risk. Neither the owner or the staff are responsible for their loss.

18-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 these Booking Conditions.

www.luccaholidayrentals.com

info@luccaholidayrentals.com