



## AF TRAVEL IDEAS

Incoming & Tour Operator

**TERMS AND CONDITIONS** Rent in Tuscany is a website owned by AF TRAVEL IDEAS, Italian tour operator based in Cortona, Vicolo del Precipizio 2/A - 52044 Cortona ( AR) - P.I. 02212120519, (Authorization of Arezzo n. )qualified in the lease of properties for touristic use and related services to touristic stays.

**LEASE** The lease of touristic accommodation is terminated with the vacationer in the name and on behalf of the property owner or who has the legal responsibility. It takes place at the prices indicated in the price lists of the various properties, which also show extra costs. Generally, the minimum rental period is one week, but some property also provide rental for shorter periods at certain times of the year. These conditions are given in the sheet of the individual properties.

**PRICES** All prices are shown in the price lists on the sheets of each property according to the seasons and per unit. In the sheets any extra costs, optional and/or obligatory, to be paid directly on the spot.

**RESERVATIONS** To proceed with the reservation of a property, the customer must fill out the rental agreement containing in clear and explicit terms the general rental conditions. The client will also proceed with the payment of a deposit equal to 25 % of the total cost of the rental, to be made by bank transfer, credit card or paypal, in order to confirm your reservation. The remaining 75 % of the cost of the rental must be received within 30 days of the start of the reservation itself. In the event of lack of payment within this time limit, the agency reserves the right to cancel the reservation. If the reservation should be done 30 days before arrival date the customer is obliged to immediately pay the full cost of the rental in lump-sum.

**VOUCHER** Upon receipt of the deposit, AF Travel Ideas will send via e-mail the voucher containing all the detailed information to reach the destination and the references of the personnel in charge of your reception. The voucher must be shown to the owner at the time of your arrival and is only valid for the names it contains. It is forbidden to transfer it to any other person other than those specified on the voucher unless previously communicated to AF Travel Ideas. In case of non-communication prior to arrival, the owner of the property has the right to refuse access to the customer into the property.

**ARRIVAL AND DEPARTURE** The vacationers are expected to arrive at the rented property between 16.00 and 20.00 on Saturday unless otherwise agreed previously on the days of arrival and departure. Any arrivals at different times must be agreed in advance and communicated promptly to the phone numbers of the owner listed on the voucher or to the agency itself, in order to avoid inconveniences and problems to one of the parties . Upon arrival, the vacationers are required to provide the owner with a valid ID required for data logging of the vacationer with the competent authorities as expected by Italian law. The vacationers are required to vacate the property and give back the keys between 08.00 and 10.00 on the day of release, to allow the owner to check that no damage has occurred and arrange the property for the next customers. Any other departure times must be agreed in advance with the owner of the property upon your arrival.

**DEPOSIT** On arrival the vacationer has to pay the owner the security deposit indicated in the price lists of the single properties and regularly reported on the voucher. This deposit will be returned upon departure of the clients, except verification by the owner that there has not been any damages to the property. From the deposit there will be retained any costs for final cleaning (if foreseen as extra cost) and any utilities (for

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example air conditioning, heating) or extra. Please note that all costs which are not included in the rent are stated in the price lists of the single properties. AF Travel Ideas is not responsible for any dispute between the owner and the vacationer regarding the deposit and the subsequent administration.

**CLEANING / HEATING / AIR CONDITIONING** Upon arrival of the guests, the property will be clean and tidy. With regard to the cost of final cleaning this will be paid to the amount indicated in the price lists available in each sheet of the properties. It is also indicated if the final cleaning is already included in the rental price. Expenses related to heating and air conditioning are always to be paid separately according to consumption directly to the owner at the end of the stay.

**PETS** The acceptance of pets on the properties is exclusively at the discretion of the owner. In the sheet of each property it is specifically listed if the access of pets is allowed or excluded, so please abide by as written on the sheet.

**INSURANCE** In accordance with what is foreseen by Italian law and the law of the European Community on guarantees for clients in the tourism sector and the regional law n. 16 from 02.08.1994, the AF Travel Ideas has stipulated the following insurance policy with the Company - Liability policy n .

**CANCELLATIONS** If for any reason the guest should cancel the reservation, he shall be entitled to be reimbursed the net price of the following penalties: - 25% of the rental price if the cancellation is made up to 30 days prior to arrival - 50 % of the rental price if the cancellation is made between the 29th and the 15th day prior to arrival - 100% of the rental price if the cancellation is made between the 14th and the day of arrival and in case of no show. The rental price does not include insurance in case of cancellation. This coverage must be eventually signed aside by the guest.

**COMPLAINTS** AF Travel Ideas personally draw up the descriptions of the property in good faith. If you should experience incongruences upon arrival for changes for the worse made by the owner of which AF Travel Ideas has not been informed, the agency is not liable . If the guest, for the right reasons, should not wish to accept the property, he must promptly notify the same day of arrival in order to enable the Agency to verify the reasons for the complaint and find an alternative solution where possible.

**JURISDICTION** For any dispute concerning reservations and leases, the competent court is the one of the Court of Arezzo and the law applied is the Italian law. AF Travel Ideas is responsible only for the norms concerning the Italian laws.