

CODE **ITSIC06** VILLA MAX 8 GUESTS



LOCATION: COUNTRYSIDE
AREA: SIENA, CHIANTI & VALDORCIA
REGION: TUSCANY
SPACE: 600 SQMT (6,480 SQFT) OF LIVING SPACE
AC: YES **POOL:** YES **WIFI:** YES
MAXIMUM GUESTS: 8 GUESTS

01 JAN - 31 DEC 2015	High Season	Med Season	Low Season
SEASONS	From May the 2 nd to September the 26 th and from December the 19 th to January the 16 th	From March the 28 th to May the 2 nd and From September the 26 th to October the 24 th	Rest of the year
DAILY RETAIL PRICE		EUR 2.400 minimum 3 nights	EUR 2.200 minimum 3 nights
WEEKLY RETAIL PRICE	EUR 16.000	EUR 12.500	EUR 10.000
INCLUSIONS	<p>Included Services: On-site concierge everyday from 10am to 7pm; Welcome Aperitif; Change of bathroom and pool linens every other day Morning daily cleaning service (5hours) and final cleaning service; Midweek change of bed linens; 2 in house laundry services per week (see extra services pricelist) - Included Staff: 1 Professional staff for assistance living on site in an independent annex, separated from the villa area; 1 Gardener and pool cleaning of staff - Taxes & Utilities: All Taxes, VAT, Water, Kitchen Gas and Electricity Consumptions - Property Maintenance: Gardening and pool cleaning service everyday - Extra: extra house cleaning, personal laundry, extra linen changing, any service or item which isn't expressly indicated as included in inclusions -</p>		
MINIMUM STAY	Minimum 7 nights of rental - Weekly rental consists of 7 nights starting and ending on the same day (Saturday) in High Season; 3 nights in Med and Low Season		
CHECK IN CHECK OUT	Weeks begin Saturday 17:00 and ends Saturday at 10:00, generally. If arrival later than 20.00 need to make specific arrangements.		
CONCIERGE	A complimentary, awarded on-site concierge service is included in these prices. Such service will remain complimentary at the condition that all services will be provided exclusively by our company and managed by our local staff. It is of course possible to provide external services to the guests (i.e.: rentals, activities, tour guides, restaurants et al). In this case our concierge will no longer be complimentary yet still available at 78 EUR + VAT per day. A +20% surcharge applies for services inferior than a week.		
GRATUITIES	Gratuities are not mandatory, however are very well received. A good tip for a waiter, a cleaner, a nanny stands between 50 EUR and 100 EUR. A good tip for a concierge as well as the host/butler of the house stands between 100 EUR and 500 EUR		
POLICY	Estate manager available on premises in separate staff quarters – The swimming pool is open for guest's private use in the warmer months, from May the 15 th to September the 15 th . If the clients ask for previous opening or later closure of the pool an extra fee could apply. Guests are welcome to swim and use the pool area but do so at their own exclusive risk. Please be aware that there is no fence surrounding the pool and therefore we require children using the pool area to be supervised. Smoking is forbidden and pets inside or on the premises are not allowed unless authorized.		
DOCUMENTS	Please note we register guest's presence at the villa at the local Police Station if the local Law requires so. Guests must provide identity documents on arrival if requested to do so		
CITY TAX	1,5 EUR per person over 12 years old per night to be paid locally		

EFFICIENCY OF THIS BOOKING

- Before making this booking, you must contact us to confirm that the chosen property is available for the dates required and obtain a pro-forma invoice with the complete list of booking conditions.
- This reservation is only confirmed after we have received the payment of the deposit.
- Once confirmed, the reservation becomes a booking as soon as the proprietor confirms and we issue an invoice for the amount received. A pro-forma invoice does not constitute confirmation of a booking.
- You accept that for reservations made less than 14 days before the check-in date, we reserve the right to refuse to confirm the booking.

PAYMENTS

- All payments must be made in euros by bank transfer to our euro account, details of which are indicated in the pro-forma invoice.
- Any costs and charges relating to payments and currency exchange shall be exclusively borne by you and automatically will be charged for.
- The efficiency of the booking is subject to the following conditions (choose which case applies):
 - We are to receive 50% of the rental fee (deposit) agreed upon if a reservation is confirmed at least 91 (ninety one) days before the check-in date indicated in the pro-forma invoice, while the remaining 50% (balance) must be sent no later than 90 days before the check-in date indicated in the pro-forma invoice.
 - We are to receive 100% of the rental fee (balance) if a reservation is made less than 91 (ninety one) days before the check-in date indicated in the pro-forma invoice.
- Upon paying the balance guests will be required to guarantee an additional amount called the DD&APA, which consists of the damage deposit (DD) and a sum for the advanced provisioning allowance (APA). This amount depends on the length of the lease and, where not otherwise indicated, is 20% of the rental fee (based on the gross rental price).
- Failure to pay any amount on time will constitute cancellation.
- We will hold and manage the DD&APA in the best interest of the guests. The DD&APA will be used to cover utilities and expenses not included in the rental amount. It is understood that in case of damages caused to the property or theft of objects and/or items belonging to the property we reserve the right to retain the above-mentioned deposit, subject to its right to claim compensation for any major damage.
- If no damage has been done to the property and no extra services agreed (via email, Skype or any written form), we will refund you with the entire DD&APA, after an inspection of the property has been conducted.
- If a service has been requested, but then cancelled, guests remains responsible and any costs deducted from the DD&APA.
- All services, which are purchased on the properties and not at the time of booking, will be subject to an increase of 10% plus current VAT (for local taxes) with respect to the prices previously quoted.
- For reservations made between 14 days and 24 hours prior to check-in, a Credit Card payment for the entire rental amount will be required and credit card expenses, if any, shall be borne exclusively by you.

CANCELLATIONS

- In case of cancellation of this Booking, we reserve the right to charge part of the total rental amount as follows:

- o 56 days or less prior to arrival date: 100% of the total amount invoiced
- o Between 57 and 70 days prior to arrival date: 75% of the total amount invoiced
- o 71 days or more prior to arrival date: 50% of the total amount invoiced
- The same provisions as to the calculation of penalties will apply to requests to change the date of the rental.
- It is unlikely that we will have to make any changes to this booking but we reserve the right to do so at any time. We will advise you of any such changes as soon as reasonably practicable.
- In the event we substantially modify this booking, 100% of costs will be refunded if none of the options mentioned below are deemed satisfactory:
 - o Accept an alternative property of a similar quality, offered for the same period of stay, without added costs
 - o Accept an alternative property of an inferior quality, offered for the same period of stay, plus a credit note for the difference between the total costs of the property originally booked and that of the alternative property
 - o Accept a change of period of stay proposed by us
- We will not be liable for any consequential loss or incidental expenditure resulting from such cancellation.
- To the extent that performance of a rental becomes impossible due to force majeure (floods, war, earthquakes, fire, electric appliance major failure), the rental paid for the period in which the occupation of the property is no longer possible or reasonable, shall be refunded as soon as possible and anyway within 30 days of the date of the event causing the disruption.

OBLIGATIONS OF EXCLUSIVITY FOR THE SUPPLY OF SERVICES

- In relation to the tasks described in this agreement, for the performance of services involving the reception, the kitchen and in general all the services to be undertaken within the property, you undertake that such performance is insured exclusively to us and our local companies.
- A complimentary concierge service is included in each rental provided by us. This amenity will remain complimentary on the condition that exclusively we provide all services of any sort to guests. It is possible for you to provide services to the guests not to be undertaken within the properties. In this case the concierge will become optional and no longer complimentary. The optional concierge service is available on request at the moment of confirmation of the reservation at the rates indicated in the pro-forma invoice.
- When a complimentary or optional concierge service is used, you undertake to put our assigned team in contact with the guests' group leader no later than 90 (ninety days) before the check-in date, for the collection of the necessary information and performance of all the services. Failure to provide the guest direct contact might result in a lack of appropriate performance for which we shall not be held responsible.

CHECK-IN AND CHECKOUT

- Check-in must be carried between 4pm and 8pm on the arrival day indicated in the pro-forma. If the check-in is carried late with respect to the aforementioned times a waiting fee of 50 EUR + current VAT per hour will apply.

- Checkout must be carried out by 10am on the day of departure except when written authorization has been given by us.
- In the case of failure with respect to the checkout time without written authorization from us a penalty equal to an extra day will be applied.

NUMBER OF PEOPLE USING THE PROPERTY

The number of people staying at the property must not exceed the number indicated in the pro-forma invoice.

INSURANCE

It is a condition of each booking that the guests' full party is covered by comprehensive travel insurance. This policy must include personal liability, loss and cancellation cover. Signature on this agreement confirms that you have accepted this condition.

DAMAGES TO THE PROPERTY

Guests are directly responsible to the owner of the property for any loss or damage to property leased.

COMPLAINTS

- We shall make every effort to ensure that guests enjoys a fine stay in the properties and, if notified of any problems, will do our best to solve such problems as quickly as this is possible at a reasonable expense and effort.
- Eventual complaint expressed after checkout or not communicated in real time to us will not be taken into consideration.

PROPERTY RULES

It is mandatory:

- To take reasonable care of the premises (including its pool whereas available and grounds) and to leave the Premises in a clean and tidy condition.
- Not to deface, make any alterations or additions to the interior or exterior of the Premises or to the decoration, fixtures or fittings of the Premises or to the furniture.
- To keep the furniture, soft furnishings and equipment in their present state of repair and condition and to replace with similar articles of at least the equivalent value and standard, any items of furniture which may be found to be missing or destroyed (reasonable wear and tear excepted).
- Not to tamper with the water, heating and gas services.
- Not to do or permit to be done anything which may be a nuisance or annoyance or cause of damage to any neighbouring or adjoining property.
- Not to do anything or suffer or permit anything to be done as a result of which any policy or insurance held by the Owners on the Premises may become void or voidable or subject to an increased rate of premium.
- Not to use the property for any illegal or immoral purposes.
- To permit the Owners or their agents access to the Premises to deal with any maintenance or security issues.
- Not to allow pets inside or on the Premises unless authorized.
- Children should be supervised at all times when using the pool (where available).
- When children are on the Premises, all windows on floors above ground should remain locked throughout the Booking Period.
- The pool (where available) must not be used by anyone whilst under the influence of alcohol.
- The Owner and his/her representatives will not be liable for any accident, loss or damage that may be sustained by the Guest or a visitor of the Guest at the Premises.
- The Guest acknowledges that this Agreement is not an assured tenancy and that no periodic tenancy will arise at the end of the Booking Period.
- Not to duplicate the property keys and/or disclose to third parties any access code to enter the property. The loss of the keys will result in compensation for the costs covering a new lock and 4 (four) new sets of keys.
- Photographs and videos taken at the properties cannot be used nor sold for profit without Owner authorization.
- It's forbidden to indicate the exact location of the property, the real name of the property or confidential data relative to the property for security reasons.