

## **Terms and Conditions**

### **General conditions**

The prices are per apartment or private room with bathroom, on the APT Year Communication Price List. The prices vary on a seasonal and yearly basis, as indicated in the price list of the web site.

Services included in the price :

- On Saturday weekly change of linen
- Consumption of electricity, gas and water
- Use of swimming pool, mountain bike, two bicycles, table tennis, playground and bocce court, volley court

Chairs and cots for children under 3 years are available with no additional cost except for linen. If request will be charged a fee of € 10,00 and must be requested at the time of booking.

Final cleaning: € 15.00 per person. For stays longer than a week will still be given one final cleaning. A weekly change of linen is included.

Services available on request:

- Extra cleaning of rooms and bathrooms with change of linen: € 15,00 per person
- Extra bed € 100,00 weekly
- Extra cleaning charge for small to medium sized animals 35,00 Euro
- Laundry Service: € 4,00 each wash
- Breakfast on request € 9,00 each person
- Rent towels for swimming pool € 5,00 per sheet

### **Booking method and payment terms**

1. Make your booking by filling out the booking form on the [www.agriturismovalverde.com](http://www.agriturismovalverde.com) site.

2. You will then receive an e-mail or fax within 24 hours stating availability and including the booking sheet, which will contain the check-in and check-out dates, a detailed description of the apartment/room and the services on offer, the prices, payment methods and terms and conditions.
3. The booking sheet must be filled out, signed and sent by e-mail to [info@agriturismovalleverde.com](mailto:info@agriturismovalleverde.com) or by fax to 00 39 055 961804.
4. Once we have received the signed booking sheet, we will send you a confirmation e-mail or fax and we will put the apartment/room on hold for 48 hours, within which time – in order to complete the booking – you must pay the deposit, which equates to 50% of the total cost of your stay. Payment of the deposit may be made by direct postal order to the owner or by bank transfer. The payment references will be sent with the confirmation document. To speed up the process, it is advisable to send an e-mail to [info@agriturismovalleverde.com](mailto:info@agriturismovalleverde.com) or a fax to 00 39 055 961804 containing a copy of the payment receipt.
5. Once we have received the receipt confirming payment of the deposit, the apartment /room will be booked in your name and you will receive an e-mail confirming the booking.
6. Once we have received the deposit, you will receive a confirmation message to that effect. The balance must be settled at least 56 days before the scheduled check-in date. Once the balance has been received, you will be sent the voucher to present on arrival, containing an attachment with the telephone numbers to call in relation to arrival, the travel details and the route to take to reach the apartment/room .
7. Bookings made less than 56 days before the scheduled check-in date shall be deemed late and, as such, payment of the full balance will be required within one week of making the booking.

### **Terms of cancellation**

Cancellations take effect only from the time at which the written notice is received by **Agriturismo Valleverde** and must be signed by the person who signed the booking sheet. Notice of the intention to cancel must be given in the form of a registered letter sent to the following address: Valleverde Srl – Casella Postale 45 – 52027 San Giovanni Valdarno (AR) - Italy, and is applicable from the date on which it is received, when a response will be sent immediately by e-mail or fax. Cancellations made up to 57 days prior to the scheduled check-in date will be subject to a cancellation charge of 30%; cancellations made between 56 and 15 days prior to the scheduled check-in date will be subject to a cancellation charge of 50%; cancellations

made between 14 and 0 days prior to the scheduled check-in date will be subject to a cancellation charge of 100%.

We recommend that you arrange appropriate travel insurance to cover you in the event of cancellation.

### **Security deposit**

The security deposit of €150,00 must be paid when you check in. It will be returned to you when you check out, minus the compulsory cleaning-on-departure charge and the cost of any damage or breakages.

### **Arrival**

Scheduled arrival is from 4 p.m. to 7 p.m. on Saturday or the first night of your stay. If you know before departing that you will be unable to arrive at that time, please contact us to arrange an alternative arrival time. If you are delayed during your journey, you must inform us immediately so that we can postpone your scheduled arrival. If you arrive one or more days after the scheduled date (even if you have informed us in advance that you will be arriving late), you will not be entitled to request a reduction on the rental price. The person named on the booking sheet will sign the rental contract, pay the security deposit and receive the keys. From that time on, the person named on the booking sheet shall be responsible for the use of the property, including the outhouses, the accessories and the furniture and fittings, in accordance with current Italian legislation.

### **Cleaning**

The property will be clean and tidy on arrival, with fresh linen. On departure, the sum will be withheld for compulsory cleaning. The term "cleaning" here refers to the standard cleaning of rooms left in normal conditions of use, with the kitchen, appliances and dishes already cleaned. If the rooms have been left in an unacceptable condition, an appropriate sum will be withheld from the security deposit.

### **Departure**

The property must be vacated between 9 a.m. and 10.00 a.m. on the date of departure. If you know in advance that you will need to leave earlier than 9 a.m., please inform us the morning prior to departure so that we can organise the check-out procedure, which involves the return of the security deposit, minus any deductions.

## **Availability of the owners**

If, in exceptional circumstances (fire, flood, etc.), *Agriturismo Valleverde* were to be unable to offer you the property you have booked and were also unable to offer you a property of equivalent quality without levying additional costs, the contract will be terminated and our liability shall be limited to the reimbursement of the sum paid for the rental.

## **Number of guests**

Only the persons named on the guest details form supplied with the arrival instructions are entitled to stay at the property. The maximum number of persons who can sleep at the property is stated in the description and confirmed on the booking sheet. Additional guests will not be accepted, unless we have provided written authorisation for additional guests. It is essential that at least two of the guests are aged 21 or over.

## **Use of the swimming pool**

The agriturismo Valleverde has a 14 m x 8 m swimming pool (depth 1.25m), to which there is direct access. All liability lies with the renter from the time at which he or she receives the keys, at which time the owner shall be released from any liability relating to the safety of authorised guests. In any case, use of the swimming pool is reserved for those whose names are stated on the guest details form. All guests must behave properly and diligently, in accordance with normal safety standards. Particular care must be given to the safety of children.

## **Pets**

In the interests of hygiene, we cannot accept pets. However, guide dogs and small dogs are permitted. Pets are not allowed either at the pool or at the restaurant.

## **Consumption**

The normal consumption of electricity, gas and water is included. By "normal consumption" we mean the levels of consumption required for the ordinary utilisation of home appliances and lighting. If your consumption is exceptionally high, an appropriate proportion of the security deposit will be withheld, calculated on the basis of the current tariffs.

## **Responsibility**

**Agriturismo Valleverde** accepts no liability for: theft or damage due to force majeure (e.g. wars, uprisings, natural disasters, etc.); any accident or theft occurring to the guests during the period of the stay; any interruptions to the supply of gas, electricity or water from the mains systems.

## **Complaints**

Complaints must be made immediately by telephone, in order to allow **Agriturismo Valleverde** to act accordingly with a view to resolving the problem, wherever possible. Complaints must be confirmed in writing before the end of the stay. Complaints made after the end of the stay shall not be deemed valid.

## **Disputes**

Any disputes that may arise with **Agriturismo Valleverde**, relating directly or indirectly to the terms of the signed contract, shall be adjudicated upon by the Court of Arezzo.

**Agriturismo Valleverde** is owned by Valleverde Srl , a company with its headquarters at San Giovanni Valdarno – Italy - Via Montecarlo SP12 .

I ACCEPT THE TERMS AND CONDITIONS

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