

## 1. Property

The self-catering vacation houses and apartments “Peralta Tuscany”, hereinafter referred to as the Company, are located at Via di Agliano Peralla 1091, Camaiore (55041), Lucca, Italy.

## 2. Rental Period

The vacation rental lease begins at 4:00 P.M. local time and ends at 10:00 A.M. local time on the checkout date. The Company shall not be obliged to offer the accommodation before 4:00 P.M. local time.

Luggage pickup from the carpark with a small 3-wheel truck is possible, providing arrival is between the hours of 10:00 a.m. and 6:00 p.m., or by special prior arrangement. There is also a trolley available for the use of the guests.

## 3. Occupancy

The maximum number of guests is limited to the number of people informed by the Client in the booking form and must not exceed the maximum capacity of the chosen accommodation. If the Client books the house on behalf of additional guests, the Client is required to ensure that each additional guest meets any requirements set by the Company and is made aware of and agrees to these terms and conditions, rules and restrictions set by the Company. If the Client is booking for an additional guest who is a minor, the Client confirms that he/she is legally authorized to act on behalf of the minor.

## 4. Rental Rules

The Client agrees to always abide by the general rules of coexistence while at the property and shall be responsible for all members of the rental party and anyone else the Client permits on the property to always abide by the rules while residing at the property. The Client will find these rules in each property. They concern, for example, how to manage rubbish/trash disposal, noise nuisance, visiting guests, etc.

The Client agrees to be a considerate tenant and to take good care of the property and to leave it in a tidy condition at the end of the rental period. The Client also agrees not to act in any way which would cause disturbance to those renting neighbouring properties.

Dogs: Up to two pets are welcome in the properties by prior notice. The company reserves the right to charge an additional cleaning fee of 40€.

## 5. Access

The Client shall allow the staff of the Company access to the property for purposes of repair, inspection, or emergency. The Company shall exercise this right of access in a reasonable manner by giving previous notice (unless in case of emergency).

## 6. Refundable Damage Deposit

In case of renting Casa Nuova, Casa Giovanni, Casa Luigi or La Foresteria, a refundable damage deposit of 300 EUR must be paid on arrival day. The deposit is for security purposes and will be refunded at the end of the rental period, provided no deductions are made due to:

- damage caused to the property or furnishings,
- dirt or other mess requiring excessive cleaning; or

The sum reserved by this clause shall not limit the Client's liability to the Company.

## 7. Rental rate and fees

Payment in full of the rental fee shall be paid at or before the arrival time. Under no circumstances shall the Company's liability to the Client exceed the amount paid for the rental period.

The Company shall not be liable to the Client:

- For any temporary defect or stoppage in the supply of public services to the property, nor in respect of any equipment or appliance in the property.
- For any loss, damage or injury which is the result of adverse weather conditions, riot, war, strikes or other matters beyond the control of the Company.

- For any loss, damage or inconvenience caused to or suffered by the Client if the property shall be destroyed or substantially damaged before the start of the rental period and in any such event, the Company shall, within seven days of notification to the Client, refund all sums previously paid in respect of the rental period.

## 8. Cancellation Policy

Bookings cancelled at least 60 days before the start of the stay will receive a full refund of the amount paid at the time of cancellation. Bookings cancelled at least 30 days before the start of the stay will receive a 50% refund. Cancellations made within 30 days before the start of the stay will not be refundable.

The Company may also be entitled to cancel the Client's stay if house rules are repeatedly broken during the rental period with no right for the Client to ask any refund.

## 9. Insurance

**The Client is strongly recommended to arrange a comprehensive travel insurance policy** in case of unforeseen circumstances, accidents or other issues that may prohibit guest from travelling or fulfilling rental terms (including cancellation cover) and to have full cover for the party's personal belongings, public liability etc. since these are not covered by the Company's insurance.

## 10. Extenuating Circumstances

If one of the following situations -unknown and unforeseeable at the time of the booking- occur and prevent or legally prohibit the completion of the reservation, the Client is entitled to ask for a Credit Note Refund which can be used for a term of one year from the check-out date of the first booking.

- Changes to government travel requirements: Unexpected changes to visa or passport requirements imposed by a governmental agency that prevent travel to “Peralta Tuscany”. This does not include lost or expired travel documents or other personal circumstances relating to a guest's authorisation to travel.
- Declared emergencies and epidemics: Government-declared local or national emergencies, epidemics, pandemics, and public health emergencies. This does not include diseases that are endemic or commonly associated with an area.
- Government travel restrictions: Travel restrictions imposed by a governmental agency that prevent or prohibit travelling to, staying at, or returning from the Company's location. This does not include non-binding travel advisories and similar government guidance.
- Military actions and other hostilities: Acts of war, hostilities, invasions, civil war, terrorism, explosions, bombings, rebellions, riots, insurrection, civil disorder, and civil unrest.
- Natural disasters: Natural disasters, acts of God, large-scale outages of essential utilities, volcanic eruptions, tsunamis, and other severe and abnormal weather events. This does not include weather or natural conditions that are common enough to be foreseeable.

## 11. Swimming pool

Peralta's swimming pool is set on the highest terrace above the hamlet and is shared between guests staying at Peralta. The pool is treated with salt and the free active chlorine is regularly controlled to ensure a level of protection against infection and the effectiveness of the water treatment chain. To ensure the safety of our guests, access to the pool may be restricted to a certain number of people at the same time.

If the pool is inaccessible for maintenance reasons or to comply with safety standards, guests are not entitled to claim compensation of any type for this cause.

**Children under 14 years of age are not allowed at the pool without parental or responsible adult supervision.**