

TERMS & CONDITIONS

1. BOOKING FORM/DEPOSIT

Once you have selected your Casa T srl accommodation, you can phone us or send us an email. If the property requested is available, we can place a provisional booking for you. We will then send you the booking form to be filled in, signed, and returned to us together with a copy of your passport, we will also send you the pre-confirmation invoice including the payment instructions and our bank details. In order to confirm the booking, we need to receive the payment as follows:

- For bookings made more than 30 days prior to the rental date, a 50% deposit payment is required (unless differently indicated) directly upon confirmation of the booking via our online payment gateway link - Stripe or via our e-payment link send by email.

- For bookings made 30 days or less than 30 days prior to the rental date, the full rental amount is required within 2 working days. No contract will exist between us until we have received the required deposit and we have issued our official confirmation invoice.

2. PAYMENT OF THE BALANCE

The balance of the rental charge is due at 30 days before your arrival date (unless differently indicated). Failure to fulfil this payment will be treated as a cancellation and we will be entitled to apply the cancellation charges as set out in paragraph 8.

3. LATE BOOKINGS

Late bookings are those made within 30 days of your arrival date. In that case, we should receive your booking form, completed, and signed, together with the full payment within two days of your order made by phone or email.

4. METHODS OF PAYMENT

You can pay in the following ways, by either credit card via our online payment gateway Stripe, via our e-payment link or via bank transfer (transfer cost will be on the client). We do not accept Diners cards. We accept Visa, Mastercard and American Express. All payments will be charged in Euros based upon our Euro price list.

5. ACCOMMODATION VOUCHER

Once the rental charge is fully settled and the booking form fully completed, we will send you the Accommodation voucher along with the Directions to the property and the useful contact numbers.

6. SECURITY DEPOSIT

If a security deposit is to be held, the security deposit is held on the credit card following a pre-authorization procedure (unless differently indicated), in order to cover possible damages or loss at the property. The amount varies for each villa (please check the price list online). The same amount will be released after the departure in case no damages occur during the stay.

7. CARE OF PROPERTY

You are responsible for ensuring that, upon departure, the villa is left in the same condition of cleanliness and repair as found upon arrival. Any loss or damage caused by your failure to respect fixtures or fittings will be deducted by the owner from your security deposit. If you are aware of any damages, please notify the caretaker immediately so that necessary repairs can be made. If damages or missing items are identified by you and the caretaker during the final inspection of the property, you will be expected to pay for the repairs upon departure. If the caretaker is unable to obtain an estimate timely, this should be notified to us as quickly as possible, and we will debit your credit card for the amount shown on the repairs' receipts. In the event of a disagreement between you and the caretaker regarding the extent of the damage please call our Help Line (contact number is indicated in the accommodation voucher) immediately.

LA TUSCIA

TENUTA DI TOSCANA

8. CANCELLATION BY THE CLIENT

- Cancellations taking place more than 30 days before booked check-in date will result in a full refund
- Cancellations taking place between 7 - 30 days before booked check-in date, will result in 50% refund on all nights booked
- Cancellations made within 48 hours of booking and still more than 14 days before check-in will receive a full refund
- Bookings for longer than 28 days, so called long term bookings will fall under the long term booking cancellation policy
- For all calculations 12 pm local time is calculated as the cutoff time for start of new day in calculation.
After 12 pm local time on any given day, the penalties for canceling may be different.
- Cancellations need to take place via official email directed to the reservations team via whom the booking was made

The above cancellation policy applies to bookings confirmed with standard payment conditions mentioned in paragraph 1 and 2.
The cancellation policy varies in case of bookings confirmed with different payment terms.

9. ALTERATION & CANCELLATION BY THE COMPANY

Although it is highly unlikely that we will have to make any changes to confirmed arrangements, it does occasionally happen, and we will advise our clients as soon as possible. If for any reason beyond our control we are unable to provide you with the property you have booked, we reserve the right to cancel your booking and refund the full amount paid to us for the property, but we shall not in such circumstances be liable for any compensation, damages, cancellation charges for travel or other arrangements whatsoever.

10. LISTING INFORMATION

The utmost care has been taken to provide accurate information on our catalogue. However, property owners do sometimes make changes and all references to the condition of the property or services must not be taken as statements of fact but as statements of opinion.

11. RESPONSIBILITY OF THE COMPANY

All due care and attention have been given to make your holiday arrangements, but since we do not personally own the villas, we cannot accept responsibility for the breakdown of the water, gas and electricity supply, telephone, quality of roads, scorched lawns due to excessive sun, or the failure of swimming pool filter systems. Although we will make every endeavour to rectify and solve any problems as soon as possible, we have no legal responsibility to compensate you for any personal injury, death, loss, or damage of whatever nature suffered by you or by any member of your party.

12. INSURANCE

All clients are advised to be insured against holiday risks and cancellations. We invite you to include the name and address of the insurance company as well as the policy number on the booking form.

13. ARRIVAL & DEPARTURE TIMES

Arrival is normally scheduled on Saturday between 4pm and 7pm (unless differently indicated). Should you be unable to arrive between these times, you should let us know as soon as possible. For late arrivals, the owners may charge for the extra waiting time involved. You should ask us in writing in advance if the caretaker or the key holder, who lets you into the property is going to be able to arrange your access to the property after 7pm. We are unable to guarantee access to any of our properties if you arrive later than 10.00pm. Departure is normally scheduled on Saturday between 10 and 11am. The keyholder shall inspect the property. You will be required to settle in cash any extra services that you might have used or requested during your stay, such as heating, telephone, cook or shopping service, extra cleaning. No creditcards are accepted unless differently indicated.

LA TUSCIA

TENUTA DI TOSCANA

14. COMPLAINTS

Should you have any problems during your stay you should contact us immediately. Failure to do so may reduce your right to compensation. Please note that if the property is abandoned without any notice to Casa T srl all rights to compensation are lost. Please note that we can be contacted from Monday to Friday, 10am to 6pm Italian time on our office numbers, or at other times on our Help Line number. All relevant contact numbers are indicated on your accommodation voucher. Please note you have one week after your departure to send a written complaint needed to open the proper procedure, failure to do this will exclude your right to compensation.

15. SIZE OF PARTY/MAXIMUM OCCUPANCY

Property owners reserve the right to refuse admittance if the number of persons arriving exceeds the maximum the property can sleep, as set out in the relevant listing description, except in the case of infants under two years old in a baby cot. The cot must be requested on the booking form. Caravans and tents are not permitted on the property under any circumstances, unless property owned. Should the keyholder/Casa T srl representative discover any additional occupants, clients will be asked to vacate the villa and no refund of the rental charge will be given.

Subletting: you may not assign or sublet the premises. No other persons are permitted to stay at the accommodation, nor can you arrange for visitors to the property for the purpose of events like parties, celebrations or other large gatherings unless this has been agreed with us in writing and appropriate payments made (if applicable).

16. LAW AND JURISDICTION

Your contract with us is governed by Italian Law and comes under the exclusive jurisdiction of the Italian Courts. Any disputes concerning the execution and/or interpretation of the rental contract shall be referred for representation to the Courts in Siena (Italy).

17. FORCE MAJEURE AND SIGNIFICANT CHANGES

Casa T srl is not liable and does not authorize any refunds for the following events: Acts of God (including fire, flood, earthquake, storm, hurricane or other natural disasters), war, invasion, acts of foreign enemies, hostilities (regardless of whether war is declared), civil war, rebellion, revolution, insurrection, military or usurped power or confiscation, terrorist activities, nationalization, government sanction, blockage, embargo, labour dispute, strike, lockout or interruption or failure of utilities, nuclear disaster, epidemics, quarantine, technical or administrative problems with transport or any other occurrences beyond our immediate control and which, despite all due care being taken, could not have been avoided.

18. LETTING PERIOD

The normal minimum letting period for the villas and apartments is one week, from Saturday to Saturday. However, upon request it might be possible to arrive and depart on different days, this may involve additional charges.

19. TRAVEL AGENCIES

Travel Agents should provide all the documents as requested to direct clients: Booking form, a copy of the passport of the clients paying for the booking and the credit card authorization form for the security deposit (unless differently indicated) to cover possible damage or loss at the property. The amount varies for each villa (please check the price list online). The same amount will be released after the departure in case no damages occur during the stay.

20. CANCELLATION/AMENDMENT FEES FOR EXTRA SERVICES

Should you wish to cancel or amend any of the extra services that you have booked please do so at your earliest convenience by sending us an email. Cancellation charges for travel arrangements are determined by the service providers.

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TENUTA DI TOSCANA

21. SWIMMING POOLS

The swimming pools at all our properties are open from the first Saturday of May to the first Saturday of October (unless differently indicated). However, the property owner may choose to modify this period. If this is a determining factor in your choice of properties, please check with our staff.