

***A HOME AWAY FROM THE EVERYDAY.  
A NATURALLY INSPIRING SETTING IN HARMONY WITH THE SOUL OF THE LANDSCAPE.  
AN UNPARALLELED STANDARD OF DESIGN AND ARCHITECTURE***

**Booking Conditions**

The following Booking Conditions, together with our Privacy Policy (“Conditions”), the House Rules and Booking Information set out in our website (“Additional Terms”) (in each case as may be updated from time to time), constitute a binding contract between you and us upon signature of the booking form (the “Booking Form”) concerning accommodation in the selected property (the “Property” or the “Villa” as the case may be) at the “Tenuta di Carleone”.

Please ensure to read all this information included in the Conditions and Additional Information carefully before proceeding, because by making any booking, you confirm your agreement to each of the Conditions and the Additional Terms.

**Accordingly, your signature on the Booking Form shall be taken as your acceptance of all the following conditions:**

**1. BOOKING FORM/ADVANCE PAYMENT**

Once you have selected your accommodation, you can phone us as a first informal contact, then place a request by sending an e-mail at: [villas@carleone.it](mailto:villas@carleone.it). If the requested Property is available, we shall place a provisional booking for you and we will send you the Booking Form by e-mail.

After receiving the Booking Form completed and signed, together with a copy of your passport and your credit card authorization for the security deposit, we will send you the pre-confirmation booking, including the payment details and our bank details, since we need to receive the payment of the advance payment within 7 (seven) working days to confirm the booking of the rental of the Property under following terms:

- For bookings made more than 90 (ninety) days prior to the rental date, you have to pay the 30 % of the rental charge (unless indicated differently) within 7 (seven) working days.
- For bookings made less than 90 (ninety) days before arrival date prior to the rental date, you will have to pay 100% of the amount within 7 (seven) working days. No contract will exist between us until we have received the required advance payment and we have issued our official confirmation invoice.

Please be aware that in case we receive another booking request for the same Villa before you written confirmation on the Booking Form, we will notify you by e-mail and you will have 48 (forty-eight) hours to confirm your booking and pay the advance payment along with the online Booking Form.

The normal minimum letting period in **high season (01 Jun – 28 Sept 2024)** for each Villa is 1 (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.

The normal minimum letting period for each Villa in **mid-season (30 Mar – 01 Jun 2024 / 28 Sep - 16 Nov 2024)** and **low-season (16 Nov 2024 - 29 march 2025)** is 4 (four) days/ 3 (three) nights.

**2. PAYMENT OF THE BALANCE**

The full payment of the balance for rental charge of the Property is due 90 (ninety) days before your

arrival date. As soon as we receive your payment, we will issue pro-forma booking summary along with our official confirmation invoice.

Failure to make this payment will be considered as a cancellation and we will be entitled to apply the cancellation charges as set out in section 9.

### **3. COVID POLICY**

In the event of Governmental restrictions which make your stay impossible during the dates of your accommodation at the Tenuta di Carleone, you will be offered on option for the postponement of your stay within the following year and the amount of your payment will be considered for the following year booking.

### **4. LAST MINUTE BOOKINGS**

Late bookings are those made within 30 (thirty) days before your arrival date. In that case we must receive your Booking Form, completed, and signed, together with the full payment of the balance, within 7 (seven) days of your booking by e-mail.

### **5. METHODS OF PAYMENT**

You can pay the advance payment by credit card, bank transfer or Paypal. The balance can be paid by bank transfer or credit card as well. We only accept VISA, MASTERCARD and AMERICAN EXPRESS. Payments by credit card will be charged in Euro according to our Euro price list.

### **6. SECURITY DEPOSIT**

A security deposit in value of 3.000, - Euros (three thousand Euros) / week shall be held on your credit card following a pre-authorization procedure (unless indicated differently) or by means of a bank transfer paid at the latest days before arrival date. The security deposit covers possible damages or loss at the Property. Such amount will be released by bank transfer within 7 (seven) working days after departure if no damages occurred during the stay. If you paid by credit card, please note that we will need your bank details.

End-of-stay cleaning and maid service (5hrs/6 days per week) are included. However, guests are required to leave the Property clean, tidy and in the same condition as on their arrival. Any extra cleaning, laundry, maintenance and/or rubbish disposal required will be charged against the security deposit.

### **7. SPECIAL REQUESTS AND EXTRA SERVICES**

Any special requests about the Property's facilities, which is an important factor in the choice of your rental, are to be indicated in writing, at the time of booking by e-mail to: [villas@carleone.it](mailto:villas@carleone.it), and must be received at least 30 (thirty) days before your arrival date.

Should you wish to cancel or amend any of the extra services according to section 20, that you have booked, please do so at least 15 (fifteen) days before the first day of your rental by sending us an e-mail. Failure to do so may result in cancellation/amendment charges.

### **8. BOOKING AMENDMENT AND ASSIGNMENT**

If you wish to alter any of your booking arrangements regarding i.e. the period of your accommodation or the selected Villa, please make the request in writing by e-mail to: [villas@carleone.it](mailto:villas@carleone.it). Your amendment request must be received no later than 30 (thirty) days before your arrival date.

The only exception to the 30 (thirty) days rule is for a possible assignment of your booking to a third party in circumstances in which you are prevented from taking up your Property rental for reasons beyond your control (such as jury service, illness, or the death of a close relative). In such cases, you shall have the option of assigning your booking to another person. You are required to request the assignment in writing by e-mail to: [villas@carleone.it](mailto:villas@carleone.it), as soon as you become aware of your

changed circumstances. Please consider that the change of name on the Booking Form shall be charged with 1% on the full payment of the balance for rental charge of the Property.

## **9. CANCELLATION**

Depending upon the date on which we receive written notification of a cancellation by you for any part of your booking, or in the event of a booking being cancelled by us due to non-payment, the following charges shall apply:

- Cancellation received 75 (seventy-five) days or more before the arrival date: the advance payment already paid to confirm the booking will be charged.
  - Cancellation received less than 75 (seventy-five) days prior to the arrival date: 100% of the total amount of the rental costs due will be charged.
  - Cancellation during your holiday: 100 % of the total amount of the rental costs due will be charged.
- The above cancellation charges apply to the Property rental only. We will cancel your booking on the day we receive your confirmation of cancellation.

## **10. AMENDMENTS & CANCELLATION BY TENUTA DI CARLEONE**

Although it is highly unlikely that we will have to make any changes to confirmed arrangements, this could occasionally happen, and we will promptly advise you at the earliest convenience of such an occurrence. If for any reason beyond our control we are unable to provide you with the Property you have booked, we reserve the right to transfer you to a similar Property. However, if this is not possible due to unforeseen circumstances beyond our control or if you do not wish to be transferred, we will cancel your booking and refund the full amount already paid to us for the Property. Please be aware that in such circumstances we shall not be liable for any compensation, damages, cancellation charges for travel or other arrangements whatsoever.

We might be forced to cancel your booking due to unforeseen circumstances or for extraordinary reasons beyond our control. Such circumstances are known as a "force majeure event". A force majeure event includes, but is not limited to, strikes, lock-outs and other industrial disputes, act of God, war, riot, civil strife or commotion, terrorist activity actual or threatened, malicious damage, compliance with law or government order, rule, regulation or direction, accident, breakdown of plant or machinery or other technological problems, fire, flood including relating to river water levels, storm or any other natural disaster or adverse weather conditions, epidemics, outbreaks of illness or default of our suppliers or contractors.

Where we are compelled to cancel your rental of the Property prior to arrival date because of unforeseen circumstances due to a force majeure event, we will endeavour to offer appropriate alternative arrangements of a similar standard and price. Where we are only able to offer accommodation of a lower standard, a refund will be made of the difference in price.

## **11. BROCHURE INFORMATION**

The utmost care has been taken to provide accurate information in our catalogue. However, we 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.

## **12. RESPONSIBILITY OF TENUTA DI CARLEONE**

We shall not be liable in any way whatsoever for any damage, loss or expense incurred because of, or arising from, your failure to supply relevant information when making and/or confirming your booking.

We shall not be responsible in any way whatsoever for any damage, loss or expense due to, or arising from, any acts or omissions on the part of our suppliers, including their employees and agents or other third parties. Such liability rests solely with the relevant supplier(s) and/or third-party/parties and their respective employees and agents.

The utmost care and attention have been given to cater for your holiday arrangements, but we cannot accept responsibility for the breakdown of utilities, such as water, gas and electricity supply, telephone, quality of roads, scorched lawns due to excessive sun, or the failure of swimming pool filter systems.

We only supply the Property booking services for private use, as a vacation or short-term rental Property. The Property shall be used only for its intended residential purpose. Unless explicitly provided for in writing, the Property shall not be used for any commercial or business purpose. If you use our services related to the Property for any commercial or business purposes, we shall not assume any liability for any loss of profit, loss of business, business interruption or loss of business opportunity.

### **13. YOUR RESPONSIBILITIES**

Upon signing a Booking Form, you agree that the Property shall be used only by yourself, your family and guests and shall not be sublet or assigned in whole or in part.

You, in your quality of the lead person on the Booking Form, confirm to be 18 years old or over and will be responsible for ensuring acceptable standards of behaviour are always met by all members of your family and your guests.

Upon arrival, you shall receive a document which includes the main house rules (the "House Rules"). You shall be required to read sign and return to us a signed copy of them.

You are responsible for securing all relevant and valid documents for your trip, such as passports, driving licenses or for checking in for any flights, trains, or ferry services. We will not be liable for any damage, loss, or expense you may suffer as a result of, or arising from, any discrepancies in such documents or services.

### **14. INSURANCE**

You agree to take over and maintain a valid Renters' Insurance Cover policy. Your policy must provide adequate cover for personal injury, death, medical and repatriation costs, loss of valuables, theft at the rented Property, personal liability, cancellation, curtailment, and legal expenses. You are required to include the name and address of the insurance company upon arrival as well as the policy number on the Booking Form. You, your family and guests should have a travel insurance cover in place for the duration of your holiday.

### **15. ARRIVAL & DEPARTURE TIMES**

Arrival is normally scheduled on Saturday between 04:00 pm and 07:00 pm (unless indicated differently). Should you be unable to arrive between these times, you are kindly requested to let us know in writing as soon as possible in advance. We shall then communicate 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 8:00 pm. Departure is normally scheduled on Saturday between 9:00 and 10:00 am. The key holder 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 cook, shopping service and extra cleaning. Credit cards are also accepted.

## 16. MAXIMUM OCCUPANCY

Tenuta di Carleone reserves the right to refuse admittance if the number of persons arriving exceeds the number indicated on the Booking Form or the maximum number of beds, as set out in the relevant brochure description of the Property, except in the case of infants under two years old in a baby cot. The cot has to be requested on the Booking Form as a special request. Should the key holder discover any additional occupants, you will be asked to vacate the Property and no refund of the rental charge will be given.

## 17. LAW AND JURISDICTION

These Conditions and the subsequent Agreement shall be governed by Italian Law and any dispute arising from or in connection to these Terms and the subsequent Agreement shall be submitted to the exclusive jurisdiction of the Courts of the city of Florence.

## 18. WHAT IS INCLUDED

- Exclusive use of the rented Villa
- buffet breakfast to be served indoor or outdoor.
- maid service included (5hrs/6 days per week).
- wi-fi connection
- linen and pool towels change 2x weekly
- daily bath towel change
- laundry room (at your own risk)
- fire wood
- garden and pool maintenance
- light welcome dinner at the arrival date (or choosing other day is also possible)
- wine tasting in our Tenuta di Carleone cellar

## 19. WHAT IS NOT INCLUDED

The following services are not included, but available on request and need to be paid directly to our team by cash or via credit card:

- additional maid service, laundry and ironing (25,-Eur/Hour; 33,-Eur on Sundays)
- additional linen, towel changes (25,-Eur/Hour; 33,-Eur on Sundays)
- cooking services and additional waiter (25,-Eur/Hour; 33,-Eur on Sundays)  
(25,- Eur is for 1 Person/1 hour, excluded are the grocery, food and beverages.)
- pool heating (90,- Eur/day)
- tourist tax (2,- Eur/day)
- shopping service (depends on your wishlist)
- transfer (from or to Airport 150,- Eur/; to dinner, sightseeing, city tour, etc. 3,50- Eur/km)

The prices are included VAT.

Tips are not included in the rental price, nor are they mandatory. However, tips are very well welcome and appreciated.

**Thank you for choosing us!**

Your Tenuta di Carleone Team wishes you an enjoyable stay and peaceful dreams.

If you have any questions, please don't hesitate to contact us at any time.

Last revision date: 01.06.2024

Date:

Date:

The Owner:

The Guest: