

BOOKING CONDITIONS

Any reference to 'you/your' in the booking conditions refers to all persons stated on your booking form whilst 'us', 'we' or 'our' intends Arcobaleno Ltd.

Booking A deposit is required on booking which must be paid to Arcobaleno Ltd and posted to our U.K. address at: 8 Francis Road, Broadstairs, Kent, CT10 3NG. A binding contract exists between you and the holiday owner when we receive your returned and signed Remittance Advice Slip (at the bottom of your Confirmation Of Holiday Booking Form). This slip should be returned by you within 3 days of receipt otherwise we retain the right to cancel your booking. Deposit payments vary in accordance with owner's requirements and will be stated in our price list. Any discrepancies on the Booking Form must be brought to our attention immediately. We reserve the right to refuse a booking and may choose not to state why. The persons in your party should not differ under any circumstances to the persons stated on the Booking Form. The person making the booking must be over 18 years of age and sign the Booking Form.

Balance Payments The balance payment i.e. the rental price of the property minus the deposit already paid must be paid to us no later than 60 days before the date your booked holiday accommodation begins. The balance payment is calculated per week on our price list.

Arrival/departure/breakages deposit payments You are asked kindly to arrive at the property not before 4pm on your arrival date and to please vacate the property by 10 am on your departure morning. Occasionally owners have a more flexible timetable for receiving guests. If you will be arriving after 7pm, please let us know and we will arrange this for you. A cash breakages deposit will be required on arrival normally paid in Italian lira. Sometimes an English sterling cheque or travellers cheques are accepted as an alternative.

What the price includes We are delighted to offer all guests a complimentary voucher for a tour of a local vineyard and wine tasting session with Marco Svelto. The price of your holiday accommodation is charged at a weekly rate and depending on the property, normally includes all bills such as electricity, gas, water, wood in winter for open fires, taxes, cleaning and weekly linen changes. Where any of these bills are not included in the weekly rent, these will be stated on the property descriptions along with the relevant rates to be charged. Winter gas central heating is rarely included in weekly rents and is normally paid after a meter reading to calculate the amount consumed.

Special Requests We are happy to discuss any special requests you may have. Although we remind all owners in writing of any special requests you may have, we cannot be held responsible for unfulfilled requests on behalf of the owner.

Alterations to your booking by you It is our policy to make alterations to your booking free of charge. However, in the case where additional costs are incurred by us or the owners of the property, these should be paid in full by you.

Cancellation of your booking by you If you cancel your booking you will immediately lose any deposit payments made to us unless we agree to do otherwise. Where a holiday home owner is unable to re-book your pre-booked period, you are responsible for paying the balance amount owing by you to us on their behalf by the commencing date of your booking. This normally occurs when late cancellations are made within six weeks prior to departure.

Travel Insurance Although Travel Insurance is not compulsory, we do strongly advise you to take out a policy, please see Important Information, below. Luggage and personal belongings are at all times your sole responsibility. No liability under any circumstances will be accepted by us for or damage to luggage, motor vehicles and personal effects owned by you. You as the hirer agree to indemnify us against any damage caused to the holiday owner's property by you.

Our responsibility We cannot be held liable or accept responsibility in any circumstances for your illness, bodily harm, death or discomfort unless it can be proved this is due to direct negligence or omission of our employees. Neither can we be held liable or accept responsibility in any circumstances for your illness, bodily harm, death or discomfort as a result of suggestions made in any of our information or guides. All accommodation is provided by independent suppliers and no responsibility is accepted by us should death, personal injury or illness occur as a result of accommodation, equipment, or services provided, supervised or privately owned by the owners of the accommodation. The contract to hire a holiday home will be between yourself as the Hirer and the Holiday Home Owner. We are agents of the Holiday Home Owners and not Principals.

If we alter your holiday in any way No compensation is payable where unforeseeable circumstances cause us to cancel your holiday either before your departure or during your holiday. Unforeseeable circumstances include: War/threat of war/civil strife/terrorist activity/industrial dispute/natural or nuclear disaster, fire/sickness/accident/bad weather conditions and the results of these including water drought or shortage/the acts of any Government or public authority and all events of a similar nature beyond our control. We reserve the right to cancel your holiday at any time. In the unlikely case of your accommodation being cancelled by us before your departure we will do our utmost to rearrange suitable accommodation. Changes of accommodation will not be made without your permission. In the case that no other suitable accommodation can be arranged, your deposit and any monies paid to us will be refunded. We reserve the right to alter our prices at any time.

Description of Holiday Accommodation We have endeavoured to describe the accommodation accurately. However, no responsibility can be taken by us for minor changes in the nature of your holiday accommodation or changes beyond our control or knowledge. We reserve the right to make minor or major amendments to our property descriptions either before or after you have made a booking. However, this will only be in the case where we are compelled to do so by reasons outside our direct control. If there are any major changes in our property descriptions you will be notified immediately. If these changes cause you to cancel your holiday we will do our utmost to find you alternative accommodation of the same standard. If this is not possible for us to arrange, all monies paid to us will be refunded to you.

Any problems you may encounter If you need assistance during your holiday please feel free to telephone our office at our U.K. address. We will do our utmost to assist you at all times. If you have a problem with your accommodation, please speak firstly with the accommodation owner who may be able to resolve the problem for you. However, if the problem is not resolved do not wait until you return home but please call us immediately here at our UK telephone number: 0044 1843 866255. The appropriate telephone numbers are repeated under further 'Important Information' in the Essential Chianti guide sent to you shortly after booking. In the extremely unlikely event that you are dissatisfied with your accommodation please note that we cannot consider any complaints on your behalf 7 days after the last day of your holiday. In no circumstances shall compensation payable to you exceed the cost of the accommodation provided.

Important Information

Insurance Please make sure you are adequately insured at all times after leaving your home country. Competitive rates are available from Direct Travel Insurance which is a part of General Accident Tel:01903 812345. Always check the small print of a travel insurance policy to ensure it meets your individual requirements.

Standard of Accommodation Accommodation is only offered by us if it is considered to be of above average standards. If we have any doubts then a property is not included in our collection. The majority of our holiday homes are situated in the Chianti Classico area of Tuscany which also officially includes Tavarnelle Val di Pesa and Barberino. There may be a few exceptions to this such as Elba island off the coast of Tuscany (details available on request).

Apartments Sometimes double beds are two mattresses on a double frame. If you require individual twin beds in the main bedroom please let us know and we will suggest properties offering this facility. Cots may be available on request. Please check these details with us before booking. **Kitchen facilities:** all kitchens are fully equipped for independent self-catering. Not all Italian kitchens have ovens as Italian cuisine tends to be hob based. Kettles are not always present.

Linen and Towels: all linen and towels are provided except large bath/pool towels. **Villa Cleaning:** although accommodation cleaning is included in the weekly rental price we ask guests to kindly leave the property in good order.