

Terms and Conditions

1- General booking conditions:

An apartment is considered booked ONLY after receiving our official booking confirmation (voucher).

- **When a client books a property he/she implicitly accepts our Cancellation Policy and states that he/she read and understood the description of the property and considers it is suitable for his/her needs.**
- **The booking procedure requires that we receive a copy of the receipt of the deposit payment. The remaining balance can only be paid in Euro CASH on the client's arrival at the apartment. Our guests must bring the reservation voucher (sent by our staff by e-mail or fax when the reservation has been confirmed).**
- **If a credit card is used for the reservation, the credit card details will be secretly kept within the "Banca Sella" safe system.**

We inform our guests that a minimum rental of 4 nights is required during Christmas, New Year's Eve and Easter periods and in addition, there is a 20% increase on each apartment's published price.

· All the prices on the website however are subject to a fixed one-off fee of euro 25,00 per booking.

Overnight accommodation tax in Florence

A €2 fee will be applied from the 1st July 2011. This will apply to anyone staying in overnight accommodation inside Rome's boundaries at the end of each stay. Children under the age of 12 years are exempt from payment. FEE: 2 euros per person per night max 10 days.

Standard booking procedure:

- A) Verify the availability filling in the online request form or simply send us an e-mail or eventually send us the request by fax or call us;
- B) Following a client's request, our staff will send a booking form that will have to be filled in and at this point the client will have to choose the payment method for the deposit.

The client must send us the booking forms back, by e-mail or fax, along with a copy of the receipt of deposit payment or with a signed copy of the credit card authorization form;

C) Once the agency sends the booking form, the apartment is temporarily blocked for 24 hours. If we do not receive the booking form and a copy of the deposit payment within 24 hours, we do not furthermore guarantee the apartment's availability.

D) The apartment is considered booked only once the agency sends the booking confirmation.

2 - Check-in/check-out times

- On arrival day there will be our agent will be waiting for the client directly inside the apartment so we need to know the flight details or the expected arrival time at the apartment at least 3 days in advance.
- If we know the client's travel details (flight details, arrival time at the train station, etc.) we will have the chance to arrange the appointment with our agent for the check in at an exact time.
- If the client does not provide us the arrival time there WILL NOT BE ANY STAFF MEMBER waiting at the apartment for the check-in.
- Unless otherwise stated, the check-in time is from 2:00 p.m. to 8:00 p.m. and the check-out must be done not later than 11:00 a.m.
- However, if possible, upon request, the client may check-in and check-out at the most convenient time for him/her.
- Check in time and check out time outside business hours 9.30 a.m. -8.00 p.m. are possible with a fee of €25 payment.
- Check in time after midnight are possible with a fee of €50 payment.
- **THE CHECK-IN IS NOT GUARANTEED IF THE CLIENT DOES NOT PROVIDE US THIS INFORMATION.**

We kindly ask the guests to inform us about any eventual delay on arrival time.

3 - Cancellation policy:

a) If the client cancels

- **With at least 30 days notice before the first day of the reservation the deposit will be fully returned, except €50 that will be forfeit to cover the reservation fees.**
- **In case of cancellation with less than 30 days notice before the arrival the client will have to pay the full amount of the booked stay.**

b) if the agency cancels:

- **In the rare occasions in which unforeseen circumstances force the agency to cancel the apartment's reservation, the client can choose to book another apartment with similar characteristics among our wide range of offers.**
- **In case that the alternative options do not fit the client's needs, we will refund the total deposit amount and RentalinFlorence will have no further liability.**

However, in the case of one of the above described events, we commit ourselves in providing an apartment with the same or higher characteristics of the originally booked apartment.

4 - Security deposit:

For some apartments a security deposit against damages is required. This deposit usually is not higher than € 300 in case of short term rentals and € 1000 in case of long term rentals or in case of apartments with particular prestigious furniture.

If at the check out time everything in the apartment is in order, the total amount of the security deposit will be fully refunded. Generally the security deposit has to be paid on your arrival in cash (in Euro) or cheque together with the remaining balance.

5 - Apartment conditions:

- **Upon the client's arrival the apartment will be cleaned and prepared for the number of guests indicated on the voucher.**
- **The client is responsible for any damage procured to the furniture or any other object during the stay inside the apartment.**
- **If during check in time the client finds something broken or not working properly in the apartment, he/she must immediately give us notice about the problem.**
- **The group leader, whose name appears in the booking confirmation, is the person responsible in case of any damage.**
- **The keys will be collected by the client inside the apartment during check-in and must be returned to the owner or one of his/her representatives during check out.**

6 – Apartment's description:

The descriptions of the apartments have been made faithfully and correspond to truth.

7 - Pets: pets of any kind and size are accepted only upon request.

8 - Number of people: The number of the people indicated during the reservation procedure cannot be changed during the period of stay. Eventual extra guests – if not communicated in advance- will cause the voucher cancellation.

9 - Thefts/damages:

Rentalinfiorence S.r.l. is not responsible for any theft or personal injuries against the guests inside our apartments. For this reason we strongly suggest underwriting a travel insurance.

10 - Privacy:

All the customer's information is strictly private and shall be used only for commercial reasons within the Company limits according to the Personal Data Protection Code Legislative Decree no.196 of 30 June, 2003

None of the personal data provided such as address, phone number, etc will be granted to outsiders, and all the personal data will be secretly treated to ensure customer's privacy.

11 - Applicable Law:

These booking conditions are subject to the Italian Law. In case of any dispute the Court of Rome will be the only competent body. We reserve the right to make changes to parts of this document.