**General Rental Conditions**

**Booking**
The reservation is to be considered definitively confirmed only upon receipt of the "rental confirmation" that the Alfareal agency will send as soon as the rental deposit is received. With the payment of the deposit, the customer expresses his acceptance of these general rental conditions. The property is leased exclusively for tourist purposes in accordance with art. 1, paragraph 2, letter c), of law no. 431/98.

**Payment of the rental deposit and final balance**
In order to book the reservation, 30% of the rental amount must be paid as a penitential deposit directly to the Alfareal Agency by bank transfer or credit/debit card. The remaining balance of the rental amount must be paid 15 days before your arrival in the same manner. All extras will be paid in cash on the day of arrival and before receiving the keys (final cleaning, linen if required, deposit, tourist tax, etc). The keys to the apartment will be delivered only after full payment of the rent and any additional costs.

* For reservations made via booking engine, with the "**non-refundable**" rate, the entire amount of the reservation must be paid at the time of booking.

**Additional costs**
Unless otherwise agreed, the following services are excluded from the final rental price, and must be paid upon arrival or, in the case of consumption, upon departure:

- Final cleaning: (the amount varies according to the size of the apartment and will be specified at the time of booking).
- Air conditioning: In the apartments equipped with air conditioning, a lump sum payment may be required, or the meter will be read (cost 0.40 euro/kw) and calculated based on consumption. This cost will be specified in the rental confirmation.
- Pet fee: For authorized pets, a fee of € 50 per animal per booking will be requested.
- Pet deposit: customers with authorized pets will be asked to leave a security deposit in case of any damages. The deposit will be returned the week following departure only in the absence of any damage.
- Municipal tourist tax: The rate is established by the municipality of Castiglione della Pescaia and is currently 1 euro per person per day excluding children under the age of 14, for a maximum of 21 days.
- Bed linen and Bath towels (1 set of linen and 3 towels per person): only one set per person will be supplied for the entire duration of the rental for the maximum number of beds in each apartment. It is possible to rent extra bath towels and bed linen through the agency, only upon request, at a cost of €25 per person per week; the customer must send the request to the agency no later than one week before their arrival, and it must be paid upon arrival at the agency.

**Cancellation and balance to be paid**
Any cancellations must be sent in writing by e-mail.

- The deposit already paid is not refundable in any case.

- The guest will be charged the total price of the reservation if they cancel within 15 days of arrival.

- The guest will be charged the total price of the reservation for no show.

- The guest who leaves early will under no circumstances be entitled to refunds.

- The amount paid with the "non-refundable" rate is not refundable in any case.

**Arrival**
Arrival must take place on the established day, between 17.00 and 19.00, and check-in will be at the AlfaReal office in Via Vittorio Veneto 88, 58043 Castiglione della Pescaia (GR), or from 12.00 for reservations that allow it (**we ask customers to check the agency's opening hours so as not to arrive during closing hours**). The customer must have an identity document, the rental confirmation, and the names of all family members or friends on holiday with him to comply with public safety laws. In case of a delay, please notify the Agency in advance. In the event that the customer fails to collect the keys, within the scheduled check-in time, without giving notice, the rental contract will be

considered terminated and the AlfaReal Agency will keep the amount already paid by the customer, that will also have to pay the balance.

**Security Deposit**
The customer must take the utmost care of the apartment, its furnishings and domestic appliances (dishes, fridge, mattresses, etc. ...) and must notify the agency of any defects or damage in the property or its furnishings within 24 hours from check-in. In the absence of such notification, the current guest will be responsible for any defects or damage found. Any damage or missing objects must be repaid in full. To, help maintain the state of the apartment, upon delivery of the keys, a non-interest bearing security deposit must be paid to the Alfareal agency, by credit card, which will then be given back to the guest within one week from their departure, and only after checking that there is no damage or missing items.
If the amount of any damage or missing items exceeds the amount of the security deposit, the difference must also be paid to the Alfareal agency.

**Rental rules**

- It is not allowed to host more people than the maximum number stated in the rental confirmation. In this case children are considered adults. An unauthorized number of people, as well as any unauthorized pets, will result in the termination of the contract and the obligation to pay a penalty.
- Pets can be brought along only if authorized. Charges may apply.
- All guests are required to respect the rules and regulations of each condominium and especially the quiet hours in the afternoon and at night. Quiet hours are between 10:00 PM and 9:00 AM.
- All apartments are fully furnished, equipped with kitchenware, and hot/cold water.
- Smoking is not allowed.
- Parties/events are not allowed.
- Linen for the kitchen is not included in the rental.
- A small welcome kit with some kitchen soaps and detergents is included and toilet paper.
- Each bed is equipped with a mattress and pillow cover, which are not to be slept on directly. For hygiene purposes they should be covered by sheets and then slept on. If traveling with infants or young children, the use of a waterproof mattress cover is recommended and should be brought from home.
- Subleasing or the transfer of one's reservation to another person for any reason is prohibited, resulting in the immediate termination of the contract.

**Departure**
Check out is before 10:00 in the morning on the last day of the rental. The apartment must be left in a perfect condition, with all furniture in the same place as was found at arrival. Free of rubbish which must be left in the special bins on the main road. Final cleaning is not required by the tenant as the cost of this service has already been charged upon arrival. The kitchenette which must be left clean, and free of any dirty kitchenware; the fridge must be empty, turned off, and left with the door open. If the kitchenette is left dirty or if the rubbish is left in the house, the customer will be charged an extra 50 euros. Please close all windows and doors. The keys must be returned to the agency by 10.00 am, unless otherwise agreed.

**Agency responsibility**
The Alfareal agency acts only as an intermediary between the guest and the owner of the apartment. The agency will not be responsible for any breakages, injuries, losses, delays, and inconveniences in general that may occur during the guest's stay. The agency is available to effectively handle any problems that may occur during the guests stay.

**COVID 19 self-certification**
Once in possession of the keys, the guest certifies that they are aware of the measures to contain the contagion and of the obligations established by national regulations and by the Tuscany region. Furthermore, that they are not subjected to quarantine measures and that they are not positive to Covid 19, as well as other members of the family or group who will occupy the apartment. They must also promptly inform the Alfareal Agency in the event of a fever or symptoms developed by one of the occupants in the apartment that can lead back to Covid 19, during your stay.

**Privacy protection**
According to the EU Regulation 2016/679 ("GDPR") on the "Protection of privacy" it is specified that the data provided to the Alfareal Agency will be used for the purposes connected to the booking and notification of the people accommodated for the fulfillment of legal obligations. With the booking, all the above rules are expressly accepted.