



**EUROCASA Holiday**  
**Piazza Silvio Pellico, 1 - 52047 Marciano della Chiana (AR)**  
**Tel. +39 0575 845348 – Cell. +39 335 7604638**  
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### **EUROCASA GENERAL LEASE CONDITIONS**

**1) RENTAL:** EUROCASA promotes and negotiates holiday rentals of Farmhouses, holiday homes, villas and apartments in the name and on behalf of the owners of the properties.

**2) PAYMENT:** Upon receipt of the booking confirmation, the client must pay 20% of the total amount of the rental price. The balance must be paid no later than 45 days before the start of the rental.

If the booking is made within 45 days prior to the start of the rental period, the total amount must be paid in full at the time of the booking confirmation. Payments must be made to Eurocasa by bank transfer or credit card.

**3) LEASING VOUCHER:** The Voucher with all the data concerning the reservation will be issued by Eurocasa after receipt of the balance of the rental and it will indicate the route description to reach the accommodation or any other meeting point for the delivery of the keys. It is forbidden to give the Voucher to others or to show up in more people than the number indicated in the Voucher, or the number of sleeps available in each unit. Any substitution of person during the rental period is forbidden, unless previously agreed with EuroCasa. Failure to observe these clauses will entitle the owner of the property to refuse access to the customer in the rented unit. In the event that such non-compliance occurs during the stay, the owner may request immediate removal and the client will not be entitled to any refund. The client may be expelled even if during the stay he behaves in a manner contrary to the most basic rules of civil education (breaks objects, don't maintain correct standards of hygiene, etc. ...).

**4) PRICES:** Prices quoted refer to a lot of a specific accommodation, and includes: (except where differently indicated on the booking voucher), the use of hot and cold water, electricity, cooking gas, bed linen and towels, use of the pool where provided. Does not include: breakage deposit, heating, air conditioning, etc. .... Any other additional service requested by the client must be paid on the spot.

#### **5) ARRIVAL - DEPARTURE AND SECURITY DEPOSIT:**

**a)** Arrival at the accommodation must take place in the afternoon between 3.00pm and 7.00pm. In case of delays on the day of arrival, the customer is obliged to notify Eurocasa by calling 0039 0575 845348 or 0039 335 7604638. In case of delay not communicated Eurocasa and the owners represented by it decline all responsibility and will not recognize the customer reimbursement of expenses of any kind and the entrance to the accommodation will be allowed the following day. For arrivals after 7.00 pm, previously agreed with the Eurocasa or with the owner, the customer may be required to pay a surcharge for late check-in.

**b)** Upon arrival, the client is required to present the Booking Voucher and an identity document (passport or identity card) of all persons to the owner of the booked accommodation or his representative, in order to allow their registration with the competent authorities. At the time of delivery of the keys the client must pay the security deposit, in cash (euro). This deposit will be refunded on departure after deduction of the amount of any damage caused to the accommodation. The customer is in any case responsible to the owner for any damage caused to the house in excess of the amount of the security deposit. The owner or his representative will refuse entry to the accommodation to the client who has not paid the security deposit. On the day of departure, guests must leave the houses between 08.00 and 10.00 am in the morning, in order to allow the owner or his representative to check and clean the house before the arrival of new guests. For departures outside these hours and in the event that the owner cannot check the house, he is entitled to return the security deposit later (less any damage) only after checking the accommodation. Eurocasa declines all responsibility in case of disputes regarding the security deposit between the client and the owner.

**c)** The accommodation will be made available in a clean and tidy condition. In the event that the accommodation is returned particularly dirty and/or with dishes to be washed, the owner is entitled to retain, as a further refund, Euro 10 per person from the breakage deposit.

**d)** The owner or his representative reserves the right of entry to the property for purposes of maintenance, gardening, cleaning the swimming pool etc.

**e)** PETS: pets are allowed only in the accommodation where expressly indicated. At the time of booking, the customer must inform Eurocasa of the presence of pets and the number. In some cases an extra charge is required, to be paid on the spot to the owner.

**f)** HEATING: Currently in Italy the use of heating is expected from November 1<sup>st</sup> to March 31<sup>st</sup>. The possibility to use the heating outside this period must be agreed with the owner, and for its use will be calculated a cost based on consumption.

**g)** AIR CONDITIONING: in houses with air conditioning, for its use may be required a cost calculated according to the consumption made.

**6) COMPLAINS:** All houses are periodically checked by Eurocasa staff and the descriptions in the catalogue are written with care and in perfect good faith. If, exceptionally and without Eurocasa's knowledge, any changes have been made to the rented accommodation, Eurocasa declines all responsibility but will take prompt action to verify and resolve any problems. Any complaints must be received by Eurocasa, in writing by email at: [info@eurocasa.com](mailto:info@eurocasa.com) within 48 hours from the arrival.

Complaints not reported in writing, in the terms set out above, will not be taken into account. In case of complaint, Eurocasa reserves the right to verify on the spot and during the customer's stay, through a person in charge of the reasons for the complaint, and the customer for its part agrees to allow Eurocasa the time necessary to try to solve any problem. In the absence of the written communication mentioned above, customers who leave the accommodation before the scheduled date, will lose any right to a refund of the rental price and will in no case be reimbursed for hotel expenses and other costs incurred.

Eurocasa does not recognize as reasoned causes of complaint: weather events, insect bites, lack of electricity, gas or water if this depends on the providers of the service.

**7) RESPONSIBILITY:** Should force majeure prevent the booked accommodation from being made available to customers, Eurocasa reserves the right to assign another accommodation with similar or superior characteristics, or in extreme cases to cancel the booking by refunding the tourist the amount paid for the rental, without the latter being able to make further claims for compensation for any reason. Acceptance of the new accommodation shall extinguish right to any refund or claim of any kind.

**8) CANCELLATIONS:** In the event that for any reason a customer cancels the reservation, percentages of penalties will be applied as listed below:

-20% of the rental price for cancellations received up to 45 days before the rental.

-75% of the rental price for cancellations received between the 44th and 15th day before the rental date.

-100% of the rental price for cancellations received between the 14th day and the day of commencement of the rental, and in case of No Show.

**9) CHANGE BOOKINGS:** Changes to bookings already made, which involve a change in the period of vacation and / or accommodation, which should reach Eurocasa in 45 (forty-five) days before the start of the lease, will be considered CANCELLATIONS and governed by the conditions of cancellation above. The customer is advised to take out, at the time of booking, appropriate insurance contract, to prevent the negative consequences of a cancellation.

**10) GUARANTEE FUND:** In compliance with the legal obligations deriving from Legislative Decree 79 of 23 May 2011 - Article 50, paragraph 2 and paragraph 3 and subsequent amendments/additions, EUROCASA S.R.L. has contracted an adequate INSURANCE POLICY which guarantees the Tourist for the reimbursement of the price of the tourist package and/or the cost of immediate return if the Tourist himself is not able to use all or part of the services included in the tourist package only in the event of insolvency or bankruptcy of EUROCASA agency.

**11) INSURANCE:** Eurocasa in compliance with the laws in force (International Convention on Travel Contracts C.C.V. referred to in the Italian Law of 27.12.77 n. 1084 and Directive 90/314 EEC of 13.06.90) and in order to protect its customers has stipulated with REAL MUTUA the following policy: Civil liability insurance policy and coverage of risks arising to persons from participation in travel and accommodation programs, pursuant to Art. 13 of the Law of the Region of Tuscany n. 16/94 and subsequent amendments and additions and with the ceilings established and approved by the Regional Council of Tuscany with resolution no. 5823 of 30/05/94. Policy stipulated with the REAL MUTUA head office in Perugia in order to guarantee the tourists and the buildings used during the stay.

**12) ADDITIONAL CLAUSES:** with his booking confirmation, the client confirms the acceptance of these general lease conditions for all purposes of law and reason. The client cannot attribute to Eurocasa or to the owner the consequences of his possible ignorance of the present contractual conditions. The villas, houses and apartments published on the website eurocasa.com are partly tourist accommodation, and partly private houses. Therefore, these properties do not have categories recognized in a homogeneous way by the international tourism world, but reflect in the architecture and furnishings the personal taste of the owner and local traditions.

**13) JURISDICTION:** The original form of these terms and conditions written in Italian shall be considered binding. In the event of any dispute or irreconcilable disagreement regarding these terms and conditions the competent court for settlement of claims shall be Arezzo.

**14) PROTECTION OF PERSONAL DATA:** For the conclusion of the rental contract the Eurocasa needs some personal data of the customer. Pursuant to and for the purposes of art. 13 of EU Regulation 2016/679 (GDPR), we inform you that, in relation to the Customer Information on the Processing of Personal Data provided by you to EUROCASA S.R.L., we inform you that these will be processed to meet the specific purposes related to the rental of villas, farmhouses and holiday homes.

Your Personal Data will be processed by means of suitable paper, electronic and/or telematic instruments, with logic strictly related to the above purposes and, in any case, in such a way as to guarantee the security and confidentiality of the Data itself. The material collected will be used exclusively for the purposes indicated above. Some Personal Data may be communicated to any persons who provide EUROCASA S.R.L. with services or instrumental services for the purposes indicated above.

Your Personal Data will be processed for the time necessary to carry out the above purposes and will be kept for the time necessary or according to the terms of the law.

Rights: access, updating, rectification, integration, cancellation, limitation of personal data processed, including those no longer necessary to achieve the purposes for which they were collected, to have information about the logic, methods and purposes of treatment. The Data Controller is EUROCASA S.R.L. with registered office in Piazza Silvio Pellico, 1 - 52047 Marciano della Chiana (AR), in the person of the Legal Representative.

The complete customer information on the processing of personal data is available at the headquarters of the agency and can be required by email at [info@eurocasa.com](mailto:info@eurocasa.com).