

# Tuscan Dreams / Booking Form

Please fill in the form and return by e-mail to Tuscan Dreams Ltd at: dream@tuscan-dreams.com  
For any queries regarding this booking form, please call us +44 (0) 1626 360336.

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## 1. Party Details Name and details of party leader

Name: \_\_\_\_\_ Home Telephone: \_\_\_\_\_  
Address: \_\_\_\_\_ Work Telephone: \_\_\_\_\_  
\_\_\_\_\_  
Mobile Number: \_\_\_\_\_  
Postcode: \_\_\_\_\_ E-mail: \_\_\_\_\_

**Name of other member of party** (Please specify age if children under the age of 12)

1/ \_\_\_\_\_ 6/ \_\_\_\_\_  
2/ \_\_\_\_\_ 7/ \_\_\_\_\_  
3/ \_\_\_\_\_ 8/ \_\_\_\_\_  
4/ \_\_\_\_\_ 9/ \_\_\_\_\_  
5/ \_\_\_\_\_ 10/ \_\_\_\_\_

**Do you wish to be on our mailing list?** (Your details will not be disclosed to any third party)  Yes  No

**Where did you hear about Tuscan Dream?**

Times  Telegraph  Holiday Villa Magazine  Internet  Friend  Previous Client  Other: \_\_\_\_\_

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## 2. Property details

Property 1: \_\_\_\_\_ Property 2: \_\_\_\_\_  
Apartment: \_\_\_\_\_ Apartment: \_\_\_\_\_  
Start Date: \_\_\_\_\_ End Date: \_\_\_\_\_ Start date: \_\_\_\_\_ End date: \_\_\_\_\_  
Price: \_\_\_\_\_ Price: GBP \_\_\_\_\_

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## 3. Payment details

To secure your booking, please note that we require a 30% deposit of the total amount due. Balance is due 10 weeks prior to departure. Should you be book only 10 weeks prior to departure, the full amount is required.

**Please note that there is a surcharge of 2% for booking payment made by credit card (Visa & MasterCard)**

I have posted a cheque to Tuscan Dreams Ltd, Home Farm, Dunchideock, Near Exeter, Devon, EX6 7YD UK for the amount of GBP \_\_\_\_\_

I have arranged a bank transfer to Tuscan Dreams Limited, Barclays Bank, 38 Islington Green, London N1 8EH, UK, account no 60662674, sort code 20-44-86 for the amount of GBP \_\_\_\_\_

Please debit my

SWITCH  DELTA debit  DELTA credit  MASTERCARD  VISA debit  VISA credit for the amount of GBP \_\_\_\_\_

Card No: \_\_\_\_\_ Start Date: \_\_\_\_\_ Expiry Date: \_\_\_\_\_ Issue No: \_\_\_\_\_

Name and address (with post code) of cardholder if different from party leaders details: \_\_\_\_\_  
\_\_\_\_\_

Date: \_\_\_\_ / \_\_\_\_ / \_\_\_\_ Cardholder Name (please print): \_\_\_\_\_ Signature: \_\_\_\_\_

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## 4. Confirmation

I confirm that I have read and accept the enclosed terms and conditions as well as General Information and agree to them on behalf of the people detailed above, by whom I am authorised to make this booking. I am over 18 years of age.

Date: \_\_\_\_ / \_\_\_\_ / \_\_\_\_ Signature: \_\_\_\_\_

**Please read carefully the terms and conditions of booking and general information documents before signing.**

# Tuscan Dreams – Terms and Conditions

These are the terms for your contract with Tuscan Dreams Ltd. Please read them carefully as they apply to all sales and will be binding upon you.

## 1. Payment

To confirm a booking a deposit of 30% of the cost of the accommodation must be paid. You must pay the balance at least ten weeks before departure. If you book within ten weeks of departure the full price must be paid at the time of booking.

## 2. Contract

After we have received your deposit and when we issue a confirmation invoice, a contract exists between you and Tuscan Dreams Ltd effective from the date printed on the invoice. If you fail to pay the final balance when due, we reserve the right to treat your booking as cancelled and you may be subject to cancellation charges as shown below.

## 3. Changes by you

If you wish to change the details of your booking after booking, we will do all we can to assist. If the changes are made more than ten weeks before departure, there will be an administration fee of £30 for each person whose booking is changed. After that date, you may be liable for cancellation charges, although for name changes only, alterations can be made up to four weeks before departure for £30 per name change.

## 4. If you cancel

If you have to cancel your holiday you will have to pay a cancellation charge. This will be the full deposit if you cancel more than 10 weeks prior to departure. After that date the charge will be a percentage of the total invoice including any supplements:

i.	70 – 43 days before departure	65%
ii.	42 - 15 days	85%
iii.	14 days or less	100%

The cancellation date is the date we receive written notice of cancellation in our offices signed by the person who is the lead name on the booking. You may be able to reclaim the cancellation fees if you have a suitable insurance policy.

## 5. Changes by us

We make arrangements for your booking many months in advance and it is possible that we may need to make changes, which we reserve the right to do at any time. Most of these changes are very minor and we will advise you as soon as possible. Occasionally we may have to make a major change such as change to the accommodation of a lower standard. In this case, we will offer you the following options:

- i. Accepting the alternative offered
- ii. Transferring to other accommodation which we may be able to offer you
- iii. Cancelling the booking and receiving a full refund of all monies paid to us

In addition, we will offer compensation of £10 if the change is within 10 weeks of departure or £20 if less than 14 days before departure. Compensation will not be paid where the changes are as a result of force majeure, such as war, riots, civil strife, terrorist activity, closure of ports or similar events beyond our control.

## 6. Cancellation by us

We reserve the right up to ten weeks before departure to cancel your booking and in this event will refund all monies paid or offer an alternative holiday, if available. We will not cancel your booking within 10 weeks of departure except if an event amounting to force majeure occurs in which case no additional compensation will be paid.

## 7. Our responsibility whilst participating in arrangements made by us

We accept responsibility for ensuring that all component parts of your holiday, which you book with us, are supplied as described to a reasonable standard. We do not own or control any of the accommodation and accept no responsibility for events that are not due to our proven negligence. Our liability for a failure to provide

the service promised is limited to the value of the booking in all cases.

In respect of injury unconnected with the arrangements made by us, we will offer assistance and advice in respect of any claim you may have against a third party. If your insurance policy includes legal assistance you must first claim under that policy.

If you cause disturbance or annoyance to other guests you may be asked to leave by the accommodation owner and we shall have no responsibility to find alternative accommodation.

## 8. Passport and Visas

It is your responsibility to ensure you hold the correct documentation required to travel. All passengers require a full 10-year passport including children who can no longer be added on to parents' passports. If you need to apply for a new passport you should allow three months to do so. At the time of going to press there are no health formalities required for our holidays but you should check with your doctor for up to date information.

If you hold a non-UK passport, you should check with the relevant Italian embassy to see if additional visas will be necessary. You will understand that we cannot accept responsibility for costs incurred by the failure to hold the relevant documentation.

## 9. Prices

We reserve the right to vary the cost of accommodation at any time prior to your booking being confirmed. After that date, the price of your booking is guaranteed and will not be changed.

## 10. Complaints

If you are unhappy with any aspect of the services provided you must report it immediately to the supplier, our local agents or Tuscan Dreams Ltd in England. We do not accept responsibility for the breakdown of the supply of water, gas or electricity nor of swimming pool filtration system, although we will, through our local agents, use our best endeavours to arrange for these problems to be solved. If you have any problems during your stay which cannot be satisfied by dealing directly with the owner/manager of the property, you should contact our local agency immediately. A failure to complain on the spot may mean that we will be unable to resolve the dispute after you return home.

Clients who abandon the property without authorisation lose all rights to compensation.

## 11. Insurance

We do not offer travel insurance as part of our services. However, we recommend that you buy travel insurance prior to departure.

## 12. Special Requests

We are happy to pass on any special request you may have to the relevant supplier but cannot give any guarantee that the services requested will be provided and the request will not form any part of the contract.

## 13. Accuracy

We aim to ensure that all the information provided to you is correct and where this information changes, we shall make every effort to advise you if we believe that it will materially affect your holiday. However, there may be times when certain facilities such as swimming pools are unavailable for short periods and we cannot accept responsibility in these circumstances.

## 14. Jurisdiction

This contract is subject to English law and the exclusive jurisdiction of the English Court.

## 15. Care of Property

You are responsible for ensuring that any holiday home provided is left upon departure in a reasonable condition of cleanliness. Any loss or damage caused by your failure to respect the property, fixtures or fittings will be deductible by the owner from your breakage deposit.

# Tuscan Dreams – General Information

Travelling to other countries, you will experience different ways of life and Italy is no exception to this rule. Here is some practical information so that you know what to expect and what to pack before you set off to enjoy your holiday!

**Arrival and Departure:** Clients are requested to arrive between 5pm and 7pm and to depart by 10 am. If arrival is likely to be later than 7pm we must be notified since some properties may be unable to accept clients after a certain time. If you arrive earlier than the stated time, you might not be able to gain access to the property since the property is being cleaned.

**Air-Conditioning:** Most of our properties do not have air conditioning. However, many buildings have thick walls that keep the interior relatively cool.

**Bathrooms:** Generally, our villas and apartment have showers. Bathtubs are rare. Please ask at time of booking.

**Bedrooms:** Most double beds are queen size bed (about 1.20 metre wide) unless stated otherwise. Double beds often consist of two single mattresses with a double frame or two singles linked together with a double sheet. Mattresses may not be of as good a quality as you are used to at home.

**Sofas:** Sofas/Settees and armchairs are not as abundant as in the UK since socialising in Italy is usually conducted at the dining table.

## **Books on Tuscany and Italy:**

Travel writing:

*Italian Neighbours* by Tim Parks, Vintage

*Italy, True Stories of Life on the Road*, Various, Calcagno

*A Traveller in Italy* by H.V. Norton, Methuen

Guide books:

*Green Michelin – Tuscany:* Best on the market for architecture, history etc and great suggestions for itineraries.

*Red Michelin - Italy:* Great for restaurants as well useful distances.

[www.michelin-travel.com](http://www.michelin-travel.com)

**Breakage Deposit and Extra charges:** On arrival, you will be required to pledge a security deposit against any reported breakages or damages or any local outstanding accounts which may have incurred during your holiday. Please remember that breakage deposit (refundable), final and extra cleaning charges, maid and chef service on request have to be paid locally in cash. Please refer to price grid or web site for exact amount.

**Cleaning:** Villas and apartments will have been cleaned prior to your arrival but will not be cleaned during your stay (unless otherwise stated). Guests are responsible for leaving the accommodation and its contents clean and in good order. Some properties offer extra maid services. Please request it at time of booking. Most properties have final cleaning charges. Extra cleaning and final cleaning charges are to be paid directly to the owner in Euros and in cash.

**Cots and Baby Chairs:** When cots and baby chairs are provided, they are conforming to local safety standard. However, it is your responsibility to check that they meet with your infants requirements.

**Description on Website and Brochure:** All information in the brochure and on the website concerning our properties has been compiled as accurately as possible and is made in good faith. However, there may be times when certain services, amenities or facilities are unavailable, limited or modified without our knowledge, particularly in low season. For instance, swimming pool might not be open or the fireplace might not be working.

Such situations may be dictated by local circumstances, unsuitable weather conditions, lack of demand, and necessity for maintenance or redecoration. We cannot accept responsibility for any such problems, which are outside our control.

**Driving and Roads in Italy:** On Italian Motorways (Autostrada) a toll is charged. Remember to keep some petty cash with you. Minor public roads may not be metalled and access roads to many of our properties are often no more than rough tracks.

**Electricity and Water:** Electricity, water and gas are included in the rental cost except where otherwise stated. You will need an adaptor (BS1363) for British electrical appliances. Electricity is all 220 volts. Water can be in short supply if there is a drought so it is kind not to be lavish with it.

**Gardens:** Outdoor furniture is provided at all properties with gardens. Gardens are generally left in a more 'natural' state than British ones.

**Heating:** Heating, where available, is per meter reading and is paid directly to the owner. Heating costs are high by British standards.

**Health Requirements:** There are no current health requirements valid for travel in Italy. A leaflet issued by the Department of Health, obtainable from Post Offices, gives you general information for travellers inside the European Union.

**Insects:** Particularly mosquitoes can sometimes be a bit of a nuisance during the summer months. Remember to bring or buy locally a good insect repellent.

**Kitchens:** Refrigerator and hobs (sometimes only two-ring) are standard. There will be enough cutlery and crockery for your party. Further equipment such as ovens, dishwashers, etc. may be available depending on the individual property. Please ask at time of booking.

Please note that some typical British electric appliance such as kettles, electric coffee machine or toasters, are not usually provided. These are not part of Italian daily life. Wine glasses are not in general use. Italians often use small tumblers for wine.

**Linen and Towels:** Bed linen and bath towels are provided free of charge and changed weekly unless otherwise stated in the price list. Please bring your own towels for swimming pool use.

**Maps:** We recommend that you take a detailed map with you, such as Michelin 430 or Touring Club Italiano, to complement our indications but also help in your exploration of the region.

**Noise:** Most of our properties are in the countryside and therefore there might be some "countryside" noises such as those of animals (dogs, birds, cocks etc) or of farming activities (tractors are common during grape picking or olive harvest time).

Tuscan Dreams is not responsible for such noise or disturbance which is understandably beyond our control, including road works and construction noise of which we have not previously been advised.

**Photograph of the Properties:** Generally, these are intended to give an overall impression rather than detailed.

Tuscan Dreams is not liable for any items of furniture which appear in the photographs and which may have changed or may have been removed from the property and any aspects of the villa environment which have changed since the photos were taken.

**Pets:** No pets are allowed without the permission of the owner. There may be an extra charge for pets to be paid directly in cash to the owner.

Owners and/or neighbours may have dogs and cats that are allowed to roam free in the property as well as farmyard animals may be present at certain properties. All of this is part of country living.

In case of serious allergies, please make sure that you check at time of booking or if any serious problem should arise please contact the owner or local agent immediately. We cannot guarantee that there will be no animals in any of our country accommodation.

**Satellite TV:** Where mentioned that a property has satellite TV, we can make no guarantee of the channels you can watch.

**Shopping and Services:** Do remember that all shops and public offices close from noon to 4pm generally.

**Swimming Pool:** Most swimming pools are not heated and are generally open from 1<sup>st</sup> June to 30<sup>th</sup> September. If your rental period is outside the above dates, please check with us that the pool can be opened. This depends upon weather conditions and the owner's discretion. Tuscan Dreams cannot guarantee opening periods of the pools outside those dates.

**Special Requests:** Any special request (for instance cots, maid/chef service, etc) made at time of booking will be passed on to the owner but cannot be guaranteed in any way.

**Travel Insurance:** Do not forget about it.

**Valuables:** Valuables left at the property are left at your own risk. Neither Tuscan Dreams nor the owners are responsible for their loss.

**Villa:** We use the generic term of "Villa" to refer to self-catering accommodation usually standing on its own (but not always) that offer some privacy such as private swimming pool or garden. It is sometimes the case that the owner might live in the house next door or that the owner might need to pass from the grounds of the property.