



Azienda Agricola La Torre di Paolo Tintori

località La Torre s.n.c. – 55022 Fornoli - Bagni di Lucca (LU)

tel. +39 0583 804297 Fax +39 0583 808542

E.mail: info@latorreagriturismo.com

BOOKING POLICY

To finalize a booking is required a 30% confirmation deposit by bank transfer.

You can pay the deposit also by credit card: request a secure SumUp link by email address info@latorreagriturismo.com

The booking is optioned for 5 days and confirmed upon payment of the deposit, otherwise it will be canceled.

Please use your booking number on the bank transfer and send a copy of the receipt to the email address info@latorreagriturismo.com

The deposit is not refundable except as provided in the general conditions.

At the time the holiday booking is completed, the customer declares to:

- A. having read, understood, accepted and kept the selling terms and conditions;*
- B. have read, understood and accepted the privacy legislation pursuant to Legislative Decree 196/2003 and subsequent amendments. and of Regulation (EU) 679/2016.*
- C. he/she accept to communicate with the manager by e-mail.*

No other costs will be requested or charged for cancellation or failure check-in.

The balance must be paid at the end of the holiday. Payments in cash, credit card and debit card.

SELLING TERMS & CONDITIONS

The customer is aware of the fact that:

- 1. Once he has sent the booking, he /she intends to “purchase” a holiday from the chosen farmhouse*
- 2. The contract can be considered concluded when the supplier (in the specific case the farmhouse), sends his booking confirmation per e-mail.*
- 3. The cost of the holiday depends on the number of people, on their age, on the length of the stay itself, on the price and on all the other terms and conditions fixed by the farmhouse.*
- 4. The total cost of the holiday and the corresponding deposit sum are evidenced on the booking confirmation sent per e-mail.*

www.latorreagriturismo.com



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5. *The customer must send or wire the deposit within 5 (five) days from the booking date, following the instructions given on the booking confirmation.*
6. *Whenever the deposit is not received, the farmhouse has the right to end up the contract and then cancel the booking*
7. *According to the present law, the Customer has no right of withdrawal as this does not apply to the supply of services such as accommodation, catering and transportation and, most of all, when the Supplier accepts the commitment to sell these services for a certain period of time or at a fixed date (art 7 d.Lgs185/99)*
8. *The Customer can exercise his right of withdrawal without paying any penalties only when:*
 - a. *the price of the holiday has increased;*
 - b. *the Supplier changes an essential, or some essential parts of the contract after the Customer has signed it;*
 - c. *in case the Supplier does not fulfil his obligations.*
9. *In case the contract changes, (as stated above), the customer has a period of time of 5 (five) days to let the farmhouse know if he/she accepts the new conditions or if she/he wants to exercise his right of withdrawal. When no written communication has been received, the Supplier understands that the new proposal has been accepted.*
10. *Should the Customer end up the contract before the departure date, the Supplier will keep the deposit.*
11. *According to art n 19 n. 2 Lgs 111/95, the Customer can complain about the purchased package tour or about any differences or not-fulfilments by means of a written letter; all the reportings must be sent within 10 (ten) days from the departure date (not later), or as soon as the Purchaser ascertains these discrepancies; in case the claims are presented straight in the farmhouse, the Supplier himself must find a prompt solution: in case a letter is received, it will always be the Supplier's responsibility to communicate with the Purchaser to solve the problem.*
12. *Finally, the Customer declares that he/ she accepts the Italian Law and will submit to it and to its Judges.*