

# Gude ToscanA

## Rental agreement

### 1. Reservation:

- a. Holiday accommodations of 'Gude Toscana' can be reserved online, by telephone or by e-mail.
- b. The reservation is valid as from the moment that the tenant receives the lease.

### 2. Lease:

- a. Tenant receives a lease by e-mail within three days after the reservation.
- b. No longer then two days after receipt of the lease, the tenant must send a return e-mail in which he/she confirms receipt and agreement of the lease.

### 3. Payment:

- a. Payment in two periods: tenant pays the periods as mentioned in the lease.
- b. 'Gude Toscana' is entitled to dissolve the lease if the tenant does not adhere to the agreed terms of payment.

### 4. Maximum number of persons and house animals.:

- a. Exceeding the maximum number of persons, mentioned in the lease, can lead to the dissolution of this, or to an increase of the hiring amount.
- b. Pets can only be accepted, paid for or not, if this is indicated in the lease.

### 5. Guarantees and complaints:

- a. 'Gude Toscana' guarantees that the holiday acc. upon arrival will be clean with no defects. Complaints must be communicated within 24 hours after commencement of the hiring period.
- b. If 'Gude Toscana' is obliged to cancel the lease, caused by unforeseen circumstances, it will return the installments already paid for.
- c. No damages will be granted because of lack of holiday enjoyment.

### 6. Cancellation insurance and conditions:

- a. With the lease the tenant can conclude a cancellation insurance, up to 14 days after the charge date, at an insurance agent of his/her choice.
- b. At voluntary annulment from the tenant, or in case of obliged annulment with or without cancellation insurance the following conditions apply:
  - At annulment up to 100 days before commencement of the hiring period the tenant has to pay 10% of the hiring amount.
  - At annulment up to 99 to 50 days before commencement of the hiring period the tenant has to pay 50% of the hiring amount.
  - At annulment shorter than 50 days before commencement of the hiring period the tenant has to pay the complete hiring amount.

### 7. Travel insurance and conditions:

- a. 'Gude Toscana' accepts no liability for damage which the tenant or his possessions experience as a result of their stay in the rented holiday accommodation.
- b. Tenant must himself take care of insurance such as to cover the damages sufficiently, caused by him/her which can exceed the guarantee.