

Booking Conditions and general information for Accommodation of Platinum Adventure snc

Platinum Adventures is a Trademark of Platinum Adventure di Monica Balli & C Snc, Via del Chianti, 9 - 53036 Poggibonsi - Italy - P.Iva: 02047040973. The following Booking Conditions together with the Booking Form are the basis of your contract with Platinum Adventures snc. Please read them carefully. Your signature in the booking form will be taken as their acceptance by you and all other persons named in the booking form. In these booking conditions, reference to 'you' means person named on the booking form, 'we' means Platinum Adventure Snc.

Making Your Booking

When making a booking, once we have confirmed the definite availability to you by e-mail or fax in writing, you must complete and sign the booking form and send it or email it or fax it to us, unless you have already done so; the form must be signed by the first named person on the booking form, who must be at least 18 years of age and who will be primarily responsible for making all payments to us. With your booking form you must also enclose your payment (see 'Payment' section). After receiving your booking form and payment, we will then forward you a confirmation. A binding contract between you and us comes into effect once the booking has been confirmed and we have received your booking form with payment. As soon as you receive our confirmation, accommodation voucher along with the directions how to reach the property and the useful contact telephone numbers and all other documentation that we send you, please make sure you check them carefully and notify us immediately of any inaccuracies you might find; we always try to rectify errors and we accept responsibility if they are due to our negligence.

Payments

As prices are subject to change, the definite price of your holiday will be confirmed to you at the time of booking. A non-refundable 30 % deposit will be due at time of booking. The deposit amount will be specified in our Booking Form to you. Deposits are non-refundable as specified on Booking Form and required for all bookings made.

All balances must be received at least 60 days prior to the required date; if we do not receive the balance in full and on time, the booking will be treated as cancelled, in which case the cancellation charges set out under our 'Cancellation by you' section will apply. Full payment will be required for all bookings made within 30 days prior to the required service date. You can pay by credit card (Visa and MasterCard), or Bank transfer. Payments by credit card will be based upon EURO. This procedure is beyond our control and we do not make any extra profit from rate. It is namely only bank profit.

Credit Card Guarantee

The party leader must fill in and sign the credit card guarantee section on the booking form. The card can be debited only for the following reasons:

- To settle cancellations fees
- To settle cancellation amendment fees for extra services
- To settle your final bill for services payable locally
- To deduct the amount of the security deposit to cover any damages.

Security Deposit

The amount varies for each villa Failure to sign this section can result in the booking's cancellation. NO charge will be processed from the credit card unless it becomes due upon departure. Please note we can contact you for damage in the property within 48 hours from your departure.

Care Of Property

You are responsible for ensuring that, upon departure, the villa is left in the same condition of cleanliness and repair as found upon arrival. Any loss or damage caused by your failure to respect fixtures or fittings will be deducted by the owner from your security deposit. If you are aware of any damages, please notify the caretaker immediately so that necessary repairs can be made. If damages are identified by you and the caretaker during the final inspection of the property you will be expected to pay for the repairs upon departure. If the caretaker is unable to obtain an estimate, this should be notified to us as quickly as possible and we will debit your credit card

Platinum Adventure di Monica Coppini Balli & C. Snc – Tour Operator

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for the amount showed on the repairs' receipts. In the event of a disagreement between you and the caretaker regarding the extent of the damage please call our Help Line (details are stated in the accommodation voucher) immediately.

Cancellation By You

All cancellations must be notified in writing and the following charges will apply from the date the notification is received by us (we recommend you use recorded delivery, fax, e-mail).

Applicable charges on all bookings or part of bookings:

- a) 60 days before first booking made deposit
- b) 59 - 0 days before first booking 100%

Cancellations and Changes by Us, Our Liability

While we accept responsibility for proven negligence and deficiencies caused by us, we cannot be held responsible when we are forced to make a change or a cancellation as a result of unusual and unforeseeable circumstances beyond our control, the consequences of which we could not have avoided even with all due care. Such circumstances may include transportation costs, an increase in VAT or other government imposed increases, considerable adverse exchange rate variations, technical transportation problems, natural or nuclear catastrophes, adverse weather conditions, war or threat of war, riots, fire, flood, civil strife, industrial disputes and similar events. If for any reason beyond our control we are unable to provide you with the property you have booked, we reserve the right to transfer you to a similar property. If the cost is less than your original booking then you will receive a refund. If, however, the cost is more, then, upon your acceptance, you will have to pay the difference. However, if this is not possible or you do not wish to be transferred, we will cancel the booking and refund the full amount paid to us for the property, but we shall not be liable for any cancellation charges for travel arrangements. Our liability is limited to our obligations covered by international conventions.

Responsibility Of The Company

All due care and attention has been given to making your holiday arrangements, but since we do not personally own the villas, we cannot accept responsibility for the breakdown of the water, gas and electricity supply, telephone, quality of roads, scorched lawns due to excessive sun, or the failure of swimming pool filter systems. Although we will make every endeavour to rectify and solve any problems as soon as possible, we have no legal responsibility to compensate you for any personal injury, death, loss or damage of whatever nature suffered by you or by any member of your party.

Insurance

We advise you to purchase adequate travel insurance at the time of booking. It is your responsibility to check that the insurance policy you purchase is adequate for your particular needs and includes at least a 24 hour emergency telephone and repatriation service. Please read your insurance policy before departure and take it with you on holiday.

Web site www.Platinumadventure.it Description

The information and prices published in www.platinumadventure.it website may have changed by the time you come to book your holiday: please check all prices and details of your chosen holiday at the Booking Form.

Complaints

In case of problems arising on arrival or during your holiday, please register your complaint in the first instance with the relevant local supplier/caretaker who will endeavour to put things right. If this proves to be unsatisfactory please contact us immediately by email at info@platinumadventure.it. Failure to do so may reduce your rights to compensation. If for any reason you are still unsatisfied, you must obtain written confirmation from the supplier and follow this up by writing to us with details of your complaint, within 10 days after your return; failure to follow this procedure relieves us from liability in relation to any claim.