

PRE-CONTRACT INFORMATION

1. PROFESSIONAL IDENTITY/ ADDRESS

Tuscany Business Agency, acronym T.B.A. holidays s.r.l., its registered office in Mestrino (PD), Via Isacco dalla Zuanna n°8, P. IVA 04939510287, represented by Veronica Giacomini, born in Padua (PD), on 27/05/1974, C.F. GCM VNC 74E67 G224X and living in Torri di Quartesolo (VI), Via Altire 81, below "intermediary" or "T.B.A. srl"

2. MAIN FEATURES OF THE OFFERED SERVICES

Tuscany Business Agency srl is an online platform which allows the tourist accommodations to promote themselves (hotel, case vacanza, ville, bed & breakfast..)and to make reservations;

3. TERMS AND CONDITIONS

Through your reservation you will establish a direct contractual relationship which legally constrain you the reception facility you booked with. From reservation on T.B.A. srl will act as intermediary only, it will provide the reservation details to the structure of relevance and will send you a confirmatory email on behalf of the firm. T.B.A. srl won't charge any additional costs for the offered service to the tourist. The approached tourist accommodations pay a fee to T.B.A. srl in connection with the deposit payment. Every reception facility is at any time accountable for the accuracy, completeness and correctness of information, including the tariffs and availability of villas/apartments on the web site.

4. PRICES

The prices on the website refer to the whole stay and they shall include VAT and all the other tax if needed, unless otherwise indicated on the website or in the confirmatory email. It is used the exchange rate of the reservation day. . Some stays are offered at cheaper fares, they are often combined with restrictions or special conditions (such as cancellations or refunds) defined by the accommodation. We invite the consumer to carefully check the presence of these conditions in the details concerning the tariffs.

5. TERMS OF PAYMENT

Upon confirmation of the booking process, a confirmatory deposit, which is 100 %of the holiday,is required, unless some accommodation facilities provide for the possibility to offer bookings Partially payable (as required by the payment conditions of the structure). Payments take place with credit cards or by bank transfer and are charged safely to your credit card or bank account and directly accredited to the bank account of the accommodation by retaining the same amount agreed as a fee.

Tuscany Business Agency s.r.l.

Sede legale
Via Isacco dalla Zuanna 8
35035 Mestrino (PD)

Unità locale
Via Dino Compagni
50133 Firenze

Servizio clienti
Tel. (39) 0444 1620 667
Fax (39) 0444 1620 601
holidays@tuscanbusinessagency.com

www.tuscanbusinessagency.com
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6. CANCELLATION POLICY

Booking through our site requires the complete acceptance by the tourist of the accommodation facilities inserted terms and the approval of the conditions set out on the web site. Furthermore, carrying out one reservation you agree with all the clauses related to the cancellation policy. The general rules for cancellation belonging to each structure are mentioned on our website in the informative pages of the same. The tourist is invited to read carefully all the terms since for some tariffs they may not be allowed neither cancellations nor deletions. Please also note that late payments, incorrect account data or credit card could affect the booking of the holiday.

Any late check-in must be communicated to the accommodation or to T.B.A holidays. Cancellations and changes must be managed by the use of the portal T.B.A. holidays srl which will take care of informing the accommodation. Cancellation can be carried out correctly through the T.B.A. holidays srl or through email.

7. REVIEWS

By uploading photos to our system you declare that you have copyrights on the images, and accept that T.B.A. LLC. can use your photo on the site, or in promotional material and publications, with the modalities that T.B.A. considers more appropriate. The person who uploads the photos assumes full legal and moral responsibility for any claim made by third-parties (including, but not limited to, owners of accommodation facilities) following the publication and use of the photos / images by T.B.A.LLC. The person who uploads / sends the file guarantees the right to use all photos and also ensure that these do not contain viruses or infected, files or illegal, obscene, offensive, or contrary to good morals, or images against the law copyright or third-party privacy. Photos which shall not comply with the criteria listed above will not be considered and / or may be removed from T.B.A. at any time and without notice.

8. PROTECTION OF INTELLECTUAL PROPERTY

Unless otherwise specified, the necessary software to provide our services made available or used from our website, and the copyright of the content and material on our site are property of T.B.A. LLC., of its suppliers or its providers. T.B.A. holds exclusively all the intellectual property rights concerning the graphic aspect and the general interface of the platform which the service is made available through. In the event that a person uses or combines (partially or totally) our content (including guest reviews and translations) or otherwise he/she takes possession of any intellectual property right belonging to the platform or of any content (or translation), the intellectual property rights have to hand over the property to T.B.A LLC. Any use not in accordance with the law or any of the actions or behaviors mentioned above constitute a material violation of our intellectual property rights.

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9. PRIVACY POLICY AND COOKIES

T.B.A. LLC. respects the rules on privacy and cookies. As for cookies, these are small files containing information that your browser stores on your computer's hard drive. They make it easier for you the booking process, as during a new visit to our website, they display automatically for you repeatedly used data. You can program your browser to put no cookies on your computer. In this case, however, you might not be able to take advantage of some features of our offer. Anyone has the right to protect the personal data concerning him or her. In compliance with the Privacy Code (Legislative Decree no. 196/2003), T.B.A. holidays LLC. ensures that the processing of personal data is carried out in compliance with the rights and fundamental freedoms, as well as the dignity of the person concerned, with particular reference to confidentiality, identity personnel and the right to the protection of personal data. Information systems and computer programs are configured by minimizing the use of personal data and identification data, so as to exclude their processing when the pursued purposes in individual cases can be carried out using, respectively, anonymous data or appropriate methods that allow identification the interested party only if necessary.

The personal information we collect is used for various purposes:

- **Reservations:** first of all, we use personal data to complete and manage online booking, which is the main purpose of our company;
- **Customer support:** sharing data with our customer support allows us to be available when you need us, for example allowing to find the right structure or responding to questions you may have about your booking or other topics;
- **Account:** we use the provided information to manage your account, allowing you to have many useful functions. You are able to manage your bookings or other purchases, take advantage of special offers, make reservations in a simple way and manage personal settings;
- **Communications:** you may contact us by e-mail, mail, telephone or SMS, depending on the method of selected contact. Furthermore, we will be able to manage the communications that you send to us;
- **Improve our services:** we use personal data for analysis purposes, in order to improve our own services and enrich the user experience. The main purpose is to optimize and customize our online platform according to your needs, making it easier and more pleasant to use;
- **Guest reviews and other destination information;**
- **Legal purposes:** in some cases, we may need to use the information to manage and resolve legal disputes, government investigations and compliance checks, or to enforce the terms of use of the Online booking service as scheduled.
- Finally, T.B.A holidays LLC. acts in compliance with the consent to use your personal information for certain purposes of direct marketing. The consent can be revoked at any time by contacting the addresses indicated on the site.

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THE INTERMEDIARY



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