

## Informative Pre-contractual 2020

### 1. IDENTITY OF THE PROFESSIONAL / ADDRESS:

Tuscany Business Agency in acronym T.B.A. Holidays s.r.l., with registered office in Mestrino (PD), Via Isacco dalla Zuanna n° 8, VAT number 04939510287, represented by Veronica Giacomini, born in Padua (PD), on 27/05/1974, C.F. GCM VNC 74E67 G224X and resident in Torri di Quartesolo (VI), Via Altire 81, hereinafter "intermediary" or "T.B.A. Ltd. "

### 2. MAIN FEATURES OF THE SERVICES PROVIDED

Tuscany Business Agency srl is an online platform that allows accommodation facilities to promote their accommodation facilities (hotels, farmhouses, holiday homes, villas, castles, b & b) and to make reservations;

### 3. TERMS AND CONDITIONS

By making the booking you will establish a direct and binding contractual relationship in legal terms with the accommodation where the booking was made. From booking onwards T.B.A. srl will act exclusively as an intermediary by transmitting the booking details to the relevant structure and sending you a confirmation e-mail for and on behalf of the accommodation. T.B.A. srl will not charge the tourist any additional cost for the service offered. The accommodation facilities contacted pay a commission to T.B.A. srl together with the payment of the deposit. Each accommodation facility is responsible at any time for the accuracy, completeness and correctness of the information including the rates and availability of rooms / apartments offered on the site.

### 4. PRICES

The prices indicated on the site refer to the entire stay and include VAT and all other taxes if due, unless otherwise indicated on the site or on the confirmation email. The change that is used is that of the day of booking. Some stays are offered at cheaper rates often accompanied by restrictions or special conditions (such as cancellations or refunds) defined by the accommodation facility. The consumer is invited to carefully check the presence of these conditions in the details concerning the room and rates.

### 5. PAYMENT METHODS

Upon confirmation of the booking process, a deposit equal to 100% of the holiday is required, unless some accommodation facilities have not provided the possibility of offering reservations to be paid partially (as provided for by the payment conditions of the structure). Payments are made by credit cards or by bank transfer and are securely debited to your credit card or bank account and directly credited to the bank account of the accommodation facility, retaining the same as agreed as a commission.

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**Local unit**  
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**Customer care**  
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Fax (39) 0444 1620 601  
holidays@tuscanbusinessagency.com

tuscanbusinessagency@pec.it  
www.tuscanbusinessagency.com  
P.IVA - C.F. 04939510287

## 6. CANCELLATIONS / CANCELLATIONS

Booking through our site provides for the full acceptance by the tourist of the clauses inserted by the accommodation facilities and the approval of the conditions set out by them on the site. By making a reservation you also accept all the clauses relating to the cancellation and cancellation policies. The general rules of cancellation and cancellation of each structure are mentioned on our site in the information pages of the same. The tourist is invited to read carefully all the clauses since for some rates neither cancellations nor cancellations may be allowed. We also remind you that late payments, incorrect bank account or credit card data could affect the booking of the holiday.

Any delay at check-in must be communicated to the accommodation or to T.B.A Holidays. Cancellations and changes must be managed through the portal of T.B.A Holidays srl which will take care of informing the accommodation. The cancellation can be made correctly through the customer service of T.B.A. Holidays srl or via e-mail.

## 7. REVIEWS

By uploading the photos to our system, you declare that you own the copyright on the images, and you accept that T.B.A. LTD can use the photos on its site, or in promotional material and publications, in the manner that T.B.A. considers more appropriate. The person who uploads the photos assumes full legal and moral responsibility for any claims made by third parties (including, but not exclusively, the owners of accommodation facilities) following the publication and use of the photos / images by TBA srl. The person who uploads the images guarantees the right to use all the photos and also guarantees that they do not contain viruses or infected files, nor illegal, obscene, offensive, or contrary to morality, or that the images infringe the right copyright or third party privacy. Photos that do not meet the criteria listed above will not be used and / or can be removed by T.B.A. at any time and without notice.

## 8. PROTECTION OF INTELLECTUAL PROPERTY

Unless otherwise specified, the software necessary to provide our services made available or used by our website, and the copyright of the content and material on our site are owned by T.B.A. s.r.l., its suppliers or its providers.

T.B.A. exclusively holds all intellectual property rights regarding the graphic aspect and the general interface of the platform through which the service is made available.

In the event that a subject uses or combines (in part or totally) our content (including guest reviews and translations) or otherwise takes possession of any intellectual property right of the platform or any content (or translation) , it must assign these intellectual property rights entirely to TBA srl Any use not in accordance with the law or any of the actions or conduct mentioned above constitute a material violation of our intellectual property rights.

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## 9. PRIVACY AND COOKIES POLICY

T.B.A. srl respects the rules on privacy and cookies.

As for cookies, these are small files containing information, which your browser stores on your computer's hard drive. They make your booking easier, as during a new visit to our website, they automatically display the data used several times for you. You can program your browser so that it does not place any cookies on your computer. In that case, however, you may not be able to take advantage of some features of our offer.

Everyone has the right to the protection of personal data concerning him. In compliance with the Privacy Code (Legislative Decree 679/2016), T.B.A Holidays s.r.l. ensures that the processing of personal data is carried out in compliance with fundamental rights and freedoms, as well as the dignity of the interested party, with particular reference to confidentiality, personal identity and the right to protection of personal data.

The information systems and computer programs are configured by reducing the use of personal data and identification data to a minimum, so as to exclude their processing when the purposes pursued in individual cases can be achieved using, respectively, anonymous data or appropriate methods that allow you to identify the person concerned only in case of need.

The personal information we collect is used for various purposes:

- **Reservations:** first of all, we use personal data to complete and manage the 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, allowing for example to find the right structure or by answering any questions you might have about your booking or other topics;
- **Account:** we use the information provided to manage your account, allowing you to have many useful features. You can manage your bookings or other purchases, take advantage of special offers, make reservations easily and manage personal settings;
- **Communications:** it may happen that you contact us by e-mail, post, telephone or SMS, depending on the chosen contact method. In addition, we will have to manage the communications that you send to us;
- **Improve our services:** we also use personal data for analysis purposes, in order to improve our services and enrich the user experience. The main objective is to optimize and customize our online platform according to the 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 intended.

- Finally, T.B.A holidays s.r.l acts in compliance with the consent to use your personal information for certain direct marketing purposes. The consent can be revoked at any time by contacting the addresses indicated on the site.

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TBA  
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THE INTERMEDIARY

  
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