

Conditions of Service

The following terms and conditions apply to passengers booking with "Very Tuscany":

1. Details of the credit card of a passenger are required at the time of booking. Very Tuscany will then produce written confirmation of the details regarding the booking by email.
2. All rates are quoted in Euro. Rates include gasoline, tolls, parking fees and taxes. If not specified, rates do not include meals, entrance fees to museums, churches or other monuments.
3. The driver speaks English and gives general historical and art information, according to his knowledge, and entertains the clients with a commentary during the itinerary. The driver is not allowed, by an agreement with the labor union, to enter museums, churches and other monuments.
4. In case of a missed flight forcing you to miss your transfer, Very Tuscany will ask you to fill in a declaration for your travel insurance for the cost of your new transfer. The extra charge can and may be waived at the discretion of Very Tuscany.
5. Where a private transfer has been booked and the flight is delayed up to one hour from the flight's scheduled arrival, Very Tuscany vehicle will wait for the client at no charge. After this time the client will be liable for a waiting charge of 15 Euros for each additional hour or part thereof.
6. Customers are limited to two items of luggage each (one big and one small). Any excess luggage must be declared at the time of booking. In the event of a client having excess luggage, Very Tuscany reserves the right to charge an excess baggage allowance.
7. Very Tuscany reserves the right (and delegates to its chauffeur the right) to refuse to carry any person who is thought to be under the influence of alcohol or drugs and/or whose behaviour is considered to pose a threat to the chauffeur, the vehicle or the other passenger(s).
8. Passengers are not allowed to take to our vehicles any alcoholic drinks for the purpose of consuming them, or to drink such drinks on our vehicles.
9. Smoking is not permitted in Very Tuscany vehicles.
10. Very Tuscany will use any reasonable means to ensure that the vehicle(s) arrives on time to begin the period of hire and that it reaches its destination on time. Very Tuscany will not incur any liability whatsoever in the event of any delay due to causes beyond its control. Vehicles are fully insured for passenger and third party claims, as required under Italian law. However, whilst every care is always taken, customers' property is carried entirely at their own risk and no responsibility can be accepted for loss or damage. Customers are therefore advised to check their own travel insurance.
11. Very Tuscany will endeavour to carry the passenger with the minimum discomfort and inconvenience to his/her destination shown on the confirmation document. However circumstances beyond our control may prevent the achievement of this responsibility. The following are examples of circumstances which are not within our control:
 - * accidents causing delays to the vehicle
 - * restricted vehicular access
 - * exceptional or severe weather conditions
 - * compliance with requests of the police
 - * deaths and accidents on the road
 - * vandalism and terrorism
 - * unforeseen traffic delays
 - * problems caused by other customers
 - * the vehicle being held or delayed by a police officer or government official
 - * other circumstances affecting passenger safety
12. If Very Tuscany fails for any reason within our control to deliver its passengers to their confirmed destination, Very Tuscany will provide suitable transport such as another coach, train, private car, taxi etc. Any reimbursement made by Very Tuscany for the costs of an alternative means of transport incurred by the passenger to get to their ticketed destination shall be no more than the cost of getting to that destination by taxi.
13. Cancellations must be made at least one week prior to the service date. A penalty of 50% of services fees will be applied for late cancellations, while the whole cost of the service must be paid in case a service is cancelled after it has already started.
14. Italian Law will govern these conditions in all respects.