



GENERAL BOOKING CONDITIONS

1) GENERAL INFORMATION

a) In the following General Conditions, which regulate the activity of the Love Sud Tourist Real Estate Agency, some terms have a specific meaning:

- LOVE SUD' refers to the Real Estate and Tourism Agency that handles rental bookings.
- A 'GUEST(S)', 'CLIENT(S)' or 'LESSOR(S)' is understood to be a person who makes a booking of one or more properties published on 'www.lovesud.it'.
- OWNER(S)" or "HOST" shall mean the owner(s) (or whoever) of the property(ies) to be leased.

LOVE SUD acts in the name and on behalf of the OWNERS of the properties by virtue of a specific rental assignment or the signing of the terms and conditions accepted at the time of the publication of the property, dealing essentially with the publication on the website www.lovesud.it the properties to be rented and managing the relative bookings, without carrying out any onerous service at the expense of the GUESTS, nor reception, check-in and check-out, collection of the balance, or any other service inherent to the stay as these are entirely the responsibility of the OWNERS or whoever they may be, who will be solely responsible for such fulfilments. Therefore, it is specified that LOVE SUD will only issue an invoice or receipt to the GUESTS for the intermediation service of the structure. With regard to the balance of payment they will receive receipt of payment and rental agreement directly upon arrival from the HOST or whoever).

2) PROPERTY CHARACTERISTICS

The properties present on the website www.lovesud.it are essentially private structures for tourist use. Therefore, the information regarding the published properties have been provided by the respective OWNERS who assume all responsibility for any false statements made to LOVE SUD and to the GUESTS. All the properties are furnished and equipped with all the accessories indicated on the website 'www.lovesud.it'. The equipment of electrical appliances (washing machine, dishwasher, TV, etc.) is indicated in the description of each property; bed and bathroom linen is not provided (unless otherwise indicated on the property sheet); kitchen linen is always provided by the HOSTS if there is a kitchen or kitchenette. As private dwellings have different characteristics. Therefore any specific requirements you may have must be clearly specified at the time

of the reservation prior to finalising the contract, in order to be able to make specific requests, which will be included in writing on the final confirmation.

3) PRICES

Rental prices are per accommodation and for the entire period indicated by the CUSTOMER on the site and include:

- water, electricity and gas consumption (unless otherwise indicated on the site);
- including VAT where applicable.

Any baby cot or extra bed (if available) must be strictly requested at the time of booking, and will, unless otherwise indicated, entail an increase in the rental price to be paid directly on site in agreement with the HOST.

Not included in the price (unless otherwise indicated in the price list):

- bed and bath linen (rental is possible for some accommodations);
- any heating and/or air conditioning costs (unless otherwise indicated in the price list);
- final cleaning (unless otherwise indicated in the price list).

4) HOW TO BOOK

To book, you need to fill in the 'Booking Request' which you will find by clicking on the Book Now button on the 'www.lovesud.it' website; once you have entered your personal details and accepted the booking terms and conditions, you will have access to a secure page to send a deposit of approximately 15-30% of the rental price, which once sent will confirm your booking.

Once the deposit has been paid, you will receive an email Booking Confirmed with the Voucher details where you will find a summary of your booking, the personal contact details of the HOST who will accommodate you; the exact address of the property with GPS coordinates.

If the required deposit is less than 30% of the total booking amount, a second payment (of the remaining 30%) is required close to the free cancellation deadline. In this regard, the CUSTOMER will receive an additional email to make the second payment. The remaining balance will be paid at the beginning of the stay and the accepted payments are as follows: Cash (when permitted by law), Bank Transfer, Bank Drafts. It is not possible to pay the balance by credit/debit card unless the HOST confirms this. After viewing the accommodation booked and at the same time as signing a regular rental contract for tourist purposes pursuant to art.1, co. 2, lett. c), L. 9 Dec. 1998, no. 431 with the OWNER of the accommodation (or whoever) it will be necessary to release a security deposit (expressly indicated on the website 'www.lovesud.it' in the form of the accommodation booked) to be paid on arrival to the HOST who will accommodate you, as a guarantee for any damage or default caused to the property, which will be

returned at the end of your stay. It is clearly stated that the security deposit 'is not included in the total rental price, but is separate'.

5) DURATION OF LEASES

The duration of the rental period is expressly indicated at the time of booking and will begin on the day of check-in indicated on the Voucher usually from 4.00 p.m. (it is possible to take possession of the accommodation even earlier than this time but only at the discretion of the HOST) and will end on the day of check-out indicated on the Voucher no later than 10.00 a.m. (unless otherwise specifically agreed with the HOST). Any change in the arrival or departure times must be agreed in advance with the HOST and is subject exclusively to the latter's acceptance. There is no reimbursement in the event that the HOST anticipates departure or postpones arrival unless different agreement directly with the HOST.

6) RULES OF RESIDENCE AND CLEANLINESS

The rented accommodation shall be handed over clean and tidy; at the end of the stay, if the final cleaning is not included in the booking total, the accommodation shall be handed over in the state in which it was entrusted to you, taking care, in particular, to wash the crockery used, empty the cupboards, rubbish, refrigerator and replace any furniture or objects moved during the stay. If, on the other hand, final cleaning is included in the total of the booking, please return the accommodation with a clean kitchenette and without rubbish. Any complaints regarding the state of cleanliness of the premises must be addressed exclusively to the HOST, as the sole person responsible for the accommodation and the holder of the rental agreement. The HOST may not allow persons or animals to stay other than or in a greater number than indicated on the booking sheet, under penalty of cancellation of the contract and consequent loss of the sums already paid. Should the need arise for any additions regarding the number of occupants, before or during the rental period, the GUEST must contact and agree upon the changes with LOVE SUD. It is specified as of now that the number of occupants (adults and children) shall not exceed the number of beds indicated in the catalogue and/or on the website www.lovesud.it. The HOST (or whoever he/she may be) may forbid the stay to excess persons.

7) MAINTENANCE - FAILURES

The HOST, or whoever on his behalf, shall have the right to enter the rented unit to carry out ordinary maintenance work (cleaning of the garden, swimming pool, etc.) or if he deems that there are serious reasons caused by uncivil or uneducated behaviour on the part of the guests. In the event of faults, these must be reported promptly to the HOST, who will arrange as soon as possible, depending on the nature of the fault, for the appropriate repairs to be carried out even in the absence of the GUESTS, but always with the prior authorisation of the GUESTS. In any case, repairs will be carried out with due regard for the technical time required.

8) HOST CANCELLATIONS OR INCONVENIENCES

The descriptions on the web pages are correct and written in good faith. Any and all liability in connection with any defects, faults and/or non-conformities of the rented property, or any civil liability towards third parties arising from this transaction or, in any case, in connection with situations unrelated to its mediation activities, shall be borne in full by HOST.

LOVE SOUTH is exonerated from all liability relating to:

- force majeure (such as war, natural disasters, fire, theft, major plant breakdowns);
- service disruptions due to causes beyond one's control and/or unforeseeable; interruption of essential services by utility companies (e.g. water, gas, electricity);
- negligence or omissions attributable to third parties;
- discrepancies between the state of the accommodation and the photographic book published on its website www.lovesud.it, due to modifications or alterations possibly made by the owner without the knowledge of LOVE SUD.

In case of problems, the LESSOR undertakes to do his/her best to solve and minimize them, releasing LOVE SUD from any responsibility in this regard. Should the flat booked not be available due to force majeure, it will be replaced with a flat of the same or higher category, located in a different place or location, and the published price list will be used as a criterion for comparison. Should the guest not accept the alternative accommodation provided, he/she will receive a full refund.

of the deposit paid; however, the replacement of accommodation, which respects the above terms, frees the Agency from further charges, demands and/or claims by the Guest, who cannot make claims even by way of damages or other compensation.

9) ANIMALS

The presence of animals, of any kind and type, is absolutely not permitted on accommodation that does not accept the presence of animals (unless otherwise agreed directly with the HOST). Only and exclusively on accommodations that do accept the presence of animals is the presence of animals permitted (subject to a surcharge indicated at the time of booking).

10) OBLIGATIONS

In order to facilitate the Check-In procedure, the Guest must indicate prior to his/her arrival via the link indicated in the Reservation Voucher all the personal data of the GUESTS as required by the current legislation Law no. 132/2018 converting Decree-Law no. 113/2018 known as the "security decree".

11) CANCELLATION POLICY

The cancellation of the booking must be promptly communicated by the CUSTOMER in writing to the Love Sud Agency by email info@lovesud.it. Should such cancellation occur within the terms of the free cancellation

(expressly indicated at the time of booking) from the beginning of the stay only the booking costs equal to 2% of the deposit paid will be retained as a penalty if the CUSTOMER had booked by credit card or paypal; in the case of payment by bank transfer the cancellation is totally free of charge. In case of cancellation after the free cancellation deadline, the deposit paid will be retained. In the event of cancellation one day prior to the arrival date, the CUSTOMER shall be required to pay 100% of the total booking amount.

In the event of cancellation beyond the free cancellation period and within 48h from the day of check-in, **only and exclusively due to COVID-19 travel restrictions**, it is possible to change dates for the same accommodation with a validity of 1 year. Please note that the change is subject to the price change depending on the new booked period.

12) WAIVER OF LIABILITY

The HOST expressly exonerates LOVE SUD from any liability for any direct or indirect damages that may arise from any inefficiency caused by the HOST, and he/she will address any complaints regarding the accommodation or the inefficiency received after the signing of the "Rental Agreement" exclusively to the HOST or to the person in charge of the HOST. The HOST, following the handing over of the keys, takes custody of the rented premises, may not make any changes, innovations, improvements or additions whatsoever, and undertakes to return them to the HOST in the same state as when they were handed over.

13) NOTE

Any change to these booking conditions cannot take place, and cannot be proved, except by written instrument.

14) JURISDICTION AND COMPETENCE

For any dispute concerning the execution of this contract, the parties agree that the Court of LECCE shall have exclusive jurisdiction. However, the parties reserve the right to refer the dispute to a Conciliation Body in advance. Pursuant to and for the effects of articles 1341 and 1342 of the Civil Code, the GUEST declares that he/she expressly approves the following clauses: 4) how to book; 5) duration of the leases; 6) rules of stay and cleaning; 7) maintenance breakdown; 8) cancellation or inconvenience of the owner; 11) cancellation policy; 12) exoneration of liability; 14) jurisdiction and competence.