



## REGULATION

### **Premise:**

The owner and the staff of the Farm Holidays are pleased to welcome you and inform you of the rules of procedure for which the reservation is subordinate.

The rules we ask you to observe during your stay at Agriturismo Il Pino are not just legal ones but are also dictated by common sense and mutual respect. These rules may seem despicable, but we point them above all as suggestions to ensure a pleasant, serene and peaceful stay for everyone.

### **Art. 1 - Booking and Payment**

Booking is made in writing and can only be considered valid if confirmed by us.

It must contain a name, the date of arrival and departure, the total number of days, the number of occupants (defining if there are children under the age of 12), if known, the name of the desired apartment and data of Your credit card.

Credit card details will be used to pre-authorize and if the requirements of Articles 2 and 6 of this Regulation occur.

Agriturismo Il Pino reserves the right to check the validity of the credit card before the arrival of the Customer requesting a pre-authorization to the circuit belonging.

With this operation, the Farmhouse guarantees the temporary availability of the amount for the first night to make sure that the credit card is valid. No amount is collected.

Pre-authorization expires automatically and the amount is released, with a time varying from 20 to 40 days, from the date of your request, depending on your credit card holder.

Alternatively, at checkout, the customer may decide to confirm the Pre-Authorization by charging the amount definitively, then securing the difference in cash or by credit card.

In the case of a Negative Pre-authorization, the customer will be warned and will have 24 hours to provide the details of a new credit card or check the available balance of the one already reported.

In the event of a customer's failure during the above mentioned times, the reservation will be canceled. In this case, the Farm will have no obligation towards the customer.

Guests are advised to send specific requests prior to arrival so that any curiosity or need can be met if possible.

Payment can be made on the spot, cash or ATM / credit card (Visa, Mastercard or Postpay) or by bank transfer.

Payment can be made at the booking confirmation, or at any time of the stay.

Any extra and non-reserved services will be paid by the day of departure at the reception.

At the time of payment, an invoice is issued, in accordance with the law.

## **Art.2 - Cancellation Policy and / or Modification of Reservation - Penalty Clause**

The Customer may cancel or modify the booking without penalty with a written request within 15 days of the scheduled arrival date.

Changes to the booking will only have valid effects if it is confirmed by the Management.

If the reservation is canceled with a notice received in the times described below, Agriturismo Il Pino may charge a penalty for the credit card provided at the time of booking, as a percentage of the total amount of the booked stay:

- Up to 15 days prior to arrival, no sum will be charged.
- From 14 to 7 days prior to arrival, 30% will be charged.
- From 6 to 4 days before arrival, will be charged 70%
- 3 days before the expected arrival date, the full amount will be charged.

In the case of no submission without notice, the Customer will have to pay the full amount of the stay, and the Management reserves the right to cancel the reservation and give the third party the availability of the reservation.

In the event that the entire stake or part has been paid in advance, it will be returned or retained in the manner described above.

## **Art. 3 - Arrival**

Check-in is between 2 pm and 8 pm, subject to special arrangements to be made at time of booking. In case of advances or delays, the Customer is advised to contact the property.

The Management, in order to carry out the registrations of the guests provided for by current legislation, will request the delivery of a valid identity document for each occupant, all documents will be immediately returned.

The data of our guests are treated in accordance with the privacy policy.

Immediately afterwards the keys will be delivered (art.5) and the apartment will be shown.

It is strictly forbidden to accommodate guests outside of the regularly registered accommodation applicants without prior notification to the Management.

#### **Art.4 - Departure**

Check-out is the return of the keys, leaving the apartment (with dishes and clean cooking) in good condition and in the balance of the account if it has not already been done.

The Directorate will inspect the lodgings in order to evaluate the condition and possible damages (Article 6).

Check out of the apartment is set at 10.00 on the departure date.

Please observe the times so that you can clean the accommodation for subsequent customers.

For any delays in the release of the apartment, the Management reserves the right to charge the Client, as a penalty, up to the full daily rate in force.

If the Customer anticipates the departure date, however, he will have the obligation to pay the entire stay even for the unused period.

#### **Art. 5 - Keys**

The keys we provide include: the keys of the rented apartment, the main gate, and the passable main gate remote control.

The keys delivered are under the custody of the guests, who will endeavor to preserve it with care.

In case of loss, theft or damage to the remote will be charged 35 €.

In case of loss or theft of the keys, you will be asked to pay the change of the lock, calculated in Euro 100 €.

At the departure all keys provided and the remote control must be returned.

#### **Art. 6 - Damages, Costs and Services**

If at check-out, the Management will detect any damage, it will make an evaluation and the reimbursement of such damages will be borne by the Customer to be performed locally.

Any abuse will be reported to the local Public Security Authorities.

Cleaning: For stays longer than 7 days a weekly cleaning will be included in the price, which will be made at a time at the Management's discretion.

During your stay, you can request extra cleaning at an additional cost of € 25

Linen change: For stays longer than 7 days the cost of changing all linens is included in the price.

For a surcharge, during your stay, you will always be able to request extra clean replacement an extra cost: Double Bed 10 €, Single Bed: 7 €, Towel Set per person: 5 €, Shower mat: 1 €, Tablecloth and towel 3 €

Final Cleaning: The final cleaning fee is included in the rate, provided the apartment is left decent, with dishes and clean cooking hob. Otherwise a 50 € surcharge will apply.

All apartments are equipped with electricity, water, gas and wi-fi internet, their consumption is included in the price.

At Direction, subject to availability and without any additional cost, you may be required to use a microwave, iron and iron board.

On request at the time of booking, a crib / cot for children 0-3 years old will be provided free of charge.

Private outdoor spaces, bordered by gates, are for exclusive use of the guest of the residence.

The Management exempts any liability for any personal belongings left unattended in the apartments or in the common areas.

The Management reserves the right to access the apartments, without notice, for troubleshooting and dangers or maintenance if they occur in the absence of guests.

You will have free use, in common with all guests, a pizza oven, a barbecue, a table tennis table and car park.

In summertime, you will also enjoy our beautiful swimming pool from 8am to 8pm.

You will find the pool regulation near it and in every accommodation.

## **Art. 7 - Accommodation**

All of our accommodations are spacious, featuring fully equipped kitchens, living rooms, bedrooms and bath / shower rooms with heating (centralized or thermocam), washing machine and satellite TV.

The kitchens vary in each apartment, but you will always find: hob, fridge / freezer, dishwasher, sink, crockery, glasses, cutlery and pots.

Each apartment has a fireplace.

The apartments differ from each other by name, number of guests who can accommodate and the comforts they offer.

Apartment "Corbezzolo" - (Arbutus) (max 2 people)

Composed of entrance, living room, kitchen, double bedroom and bathroom with shower.

The fireplace is the home heating system and is powered by wood.

According to the season, at your arrival you will find a stock of firewood, fire started and the environment already heated, we will explain the operation so that you can self-manage.

Apartment "Ulivo" - (Olive tree) (max 2 persons)

Composed of entrance, living room, kitchen, double bedroom and bathroom with shower.

The apartment has a large enclosed private terrace with table and chairs.

The fireplace is the home heating system and is powered by wood.

According to the season, at your arrival you will find a stock of firewood, fire started and the environment already heated, we will explain the operation so that you can self-manage.

Apartment "Mimosa" – (Mimosa tree) (max 4 persons)

Composed of entrance, living room, kitchen, bathroom with shower, utility room, bathroom, double bedroom and twin bedroom with single bed and bunk bed.

The heating is centralized

The apartment is equipped with outdoor space, with table and chairs.

Apartment "Acacia" – (Acacia tree) (max 4 people)

Composed of entrance, living room, kitchen, half-bath, double bedroom and twin bedroom with single beds and bathroom with shower.

The heating is centralized

The apartment is equipped with outdoor space, with table, chairs and big umbrella.

### Apartment "Quercia" - (Oak) (max 6 people)

It consists of entrance, kitchen, living room, bathroom with shower, utility room, half-bath, double bedroom and bunk bed room.

The kitchen is also equipped with an oven.

The heating is centralized

The apartment has a large enclosed private terrace with table and chairs.

### **Art. 8 Behaviour**

Guests are required to behave in a manner consistent with civic coexistence; And respect for the elementary norms of good education and public decency.

Particularly in hours of rest, attention has to be paid to avoid any kind of noisy noise and everyone can enjoy the best of relaxation and tranquility.

It is forbidden to throw any objects in toilet water that are not toilet paper.

Any type of malfunctioning of equipment or internal devices, please promptly inform the Management.

### **Art. 9 - Animals**

Your pets are welcome, as long as there is no disturbance and / or danger to guests.

We inform you that a dog and several cats are already present in the facility.

Throughout the facility are available at various points, bowls for watering your animal.

If your 4-legged friend has an orally transmissible disease and you are aware of it, please kindly inform the Direction and make sure that your animal does not use the bowls in common.

Dogs must be kept on leash in all property except the accommodation, with its private terrace if it had.

Waste should be pick up and disposed of by animal owners.

It is forbidden to go up the animals on sofas and beds.

For hygienic reasons, dogs can not access the pool tub.

Please do not leave your pets unattended in the accommodation.

For the safety of all guests and pets present, it is imperative to close the gates after your passage.

Where a closed dog is present in the private terrace, it is forbidden to access it except with the permission of the owner of the animal.

The Management declines any responsibility for the behavior of your animal.

Any damage to things, people and other animals will be directly imputed to you and then charged.

### **Art.10 - Environment**

It is compulsory to observe the vegetation, soil and cleanliness of the whole property.

It is forbidden to turn on bonfires in all areas except for those specially equipped.

For those who smoke, it is seriously required to put out and throw the stubs into the appropriate ashtray to prevent fires and to disrupt the environment.

Separate collection is carried out in this farmhouse so please divide the garbage and throw it in the container.

Once the bag is full, or at the end of the stay, you are invited to throw it in the bins corresponding to the outside of the main gate.

We will provide you with the bags for the separate collection. If you need additional bags, you can request them at the Management.

In the event of a lack of electricity for major forces or Enel failures, the Management declines all liability and is not required to make any redemption.