

# REGULATION

## “Tenuta Viale degli Ulivi”

### - Check-in 3.00pm/7.00pm    Check-out 7.00/10.00 (max) am

- Payment at check in (if not already done previously via bank transfer, via Booking.com, etc.)
- Smoking is prohibited inside the structure.
- Absolute ban on moving furniture.
  - The property is delivered completely clean and equipped with linen, utilities (water, electricity...), wi-fi ,Internet connection, bathroom courtesy set.
  - Prohibition on bringing the towels provided for swimming into the pool area.
  - In particular, please close the umbrellas in case of wind and in any case always when not in use to avoid damage to them and to other ancillary goods.
  - Conscious use of the assets present both internally and externally to the estate.
- The property must be returned in good hygienic conditions in all parts (bathrooms, rooms, common rooms, etc.) and accessories. Otherwise the customer will have to pay the owner or his representative the cost necessary for cleaning ( € 50,00 for floor)
- The kitchen in particular must be left in good hygienic conditions and as tidy as possible under penalty of paying a cleaning supplement of €50.00.
- Communicate the most precise check-in time possible in advance to allow the owner or his representative to be on site for the reception (via e-mail, whatsapp +39 3480140740).
- Communicate the approximate check-out time the day before departure, the property or its representative will arrive at the estate about half an hour before to check the rooms and collect the keys.
- Absolute ban on allowing unauthorized people who have not checked in to enter the estate, as well as parties and ceremonies.
- Allow access to the property and to those on its behalf daily during the times scheduled for maintenance and cleaning of the swimming pool and garden (approximately 6.00/9.30).
- The request for optional changes of: sheets, towels, textiles, etc. During the stay there is a charge (€20.00 per room).
- The sauna can be booked for a fee only in the autumn/winter periods at €25.00 per couple (max 2 people) lasting approximately 25 minutes ( upon reservation).
- Obligation to separate waste both inside and outside the estate in the appropriate containers provided which will be collected weekly.
- In case of failure to dispose of municipal waste, a payment of €50.00 per week will be required at check-out.
- The area outside the farmhouse is fenced (with metal mesh) and under video surveillance 24 hours a day.
- The estate offers a large and illuminated free private car park.
- Animals are not accepted.
- The service rooms n. 2 and 3 (on the second floor and on the ground floor respectively) are closed and for the exclusive use of the property or of those on its behalf, who will use them during check-outs. Access is strictly prohibited.
- Pay attention to the agricultural equipment present near the estate/ farmhouse and used for the work as well as to the road that from the gate of the farmhouse reaches the main gate in front of the asphalted entrance road.
- Absolute prohibition on using open flames , as required by italian law, in order to cause damage to both the Estate and the surrounding areas and incur civil and criminal sanctions.
- The upper floor of the Estate is accessible only stairs ( no elevator or hoist)
- Upon arrival at the facility, customers are asked to present their identity documents (identity card, passport...) for the registration of attendance as required by Italian law.

**Note well:**-The property does not recognize the lack of electricity, gas or water as justified causes of complaint if this depends on the institutions, external causes or force majeure.

-The property declines all responsibility for any inconvenience caused by third parties, such as, for example, maintenance work on public roads or renovation of buildings and the like near the estate.

-The property declines all responsibility for personal and/or valuable objects left unattended inside the property, especially if the necessary precautions have not been taken.

-The property does not recognize as justified causes of complaint events not directly attributable to the owner of the property: atmospheric events, presence of local fauna, mosquitoes and insects in general (despite constant garden area treatments being carried out to avoid such inconvenience). The presence of any non-owned and "passing" animals may occur considering the geographical position of the structure, especially if the location is in isolated areas and/or in the countryside.

-No form of refund will be due to customers who, in the event of misunderstandings or problems, abandon the property without prior written communication (via email or whatsapp 3480140740), nor to customers who decide to anticipate their departure from the estate in the absence of valid or serious reasons inconvenience.

-No form of refund will be due to customers who decide to anticipate their departure without having given an explanation and written justification in advance (via email or whatsapp 3480140740) to the property or who have not carefully consulted the website and found solutions that are not suitable for them or without having given to the property or whoever on its behalf to verify the reason for the complaint.

-The gardeners and property managers in general constantly work hard to keep the garden and swimming pool in excellent condition. However, it should be noted that the state of the garden may not comply with the photos on the site in the event of periods of severe drought and/or in the event of municipal/governmental ordinances that rationalize or prevent the consumption of water for irrigation purposes.

**-It is not permitted to recharge electric cars in the absence of a specific column. In the event of failure to comply with this rule, the customer will be required to pay any extra bill resulting from the use of the recharging itself and any structural damage caused to the system electrical and/or to the property.**

**-The property is not responsible for any malfunctions of the internet connection caused by technical problems and/or network problems,furthermore in rural areas slowdowns or malfunctions are possible, especially if caused by atmospheric agents, instability of the lines, etc..not attributable to the owner .**

**-We strongly recommend that you follow the directions provided by the property at the time of presentation , whatsapp on the day of arrival and present on the website to avoid coming across country roads .**

**-Maintenance and exceptional interventions:** in case of maintenance or exceptional interventions essential for the smooth running of the holiday, customers will under no circumstances be able to prohibit the owners or managers of the structure from accessing the property or home. It is understood that the owners

will always provide advance notice and require the presence of the guests themselves, it being understood that where the guests cannot be present during the carrying out of the works, the owners or their representatives will still be able to enter the house, if necessary, to carry out any repair work.

As head of family/group head, by signing this, you declare under your responsibility to act as custodian of the contents of the hospitality contract stipulated between the parties with reservation of.....and acceptance of the same and to exempt and relieve the "Tenuta viale degli ulivi" the respective legal representatives, the owners and/or the managers of the same, therefore also objective responsibility, resulting from the stay that goes:

From.....,to.....

Place and date..... ,

The direction

.....

The guest

.....

#### DISCLAIMER OF LIABILITY

The undersigned.....

Born in.....

The ..... as a guest at the "Tenuta viale degli ulivi" located in San Martino in Pensilis (CB), c/da Transure snc.Aware that mandatory statements, false statements and the use of false documents are punished with the sanctions provided by the relevant laws:

As head of family/group head, by signing this, you declare under your responsibility to act as custodian of the contents of the hospitality contract stipulated between the parties with reservation of.....and acceptance of the same and to exempt and relieve the "Tenuta viale degli ulivi", the respective legal representatives, the owners and/or the managers of the same, therefore also objective responsibility, resulting from the stay that goes:

From....., to.....

In particular, it exempts the "Tenuta viale degli ulivi" property from any accidents suffered and illnesses (including death or worsening of the state of health) connected with the use of the facilities such as: the swimming pool, the sauna and the equipment present at both outside and inside the farmhouse and from any and all liability for any loss/theft, damage, theft and/or damage that users and family/friends may suffer.

By signing this release you also declare to hold harmless all operators and their legal representative and to compensate them from any and all liability for any damage to property or personal injury, theft and/or damage and expenses caused to any third party who should it be caused by himself or by family/friends as a result of his presence at "Tenuta viale degli ulivi".

Declares to waive any and all claims for compensation and refund present or that may be claimed in the future against "Tenuta viale degli ulivi" and its legal representatives exempting them from any responsibility and all actions related there to, causes and any type of judicial and/or arbitration proceedings relating to the risk of injuries, compensation for damages to persons and/or third party property, damage to equipment and the risk of loss of personal effects due to theft or any reason, except the mandatory limits of lai.

The undersigned and the family members / friends present for the stay at "Tenuta viale degli ulivi" undertake to behavior in compliance with the principles of loyalty and correctness when staying inside the structure and not to engage, under any circumstances, behavior contrary to the law and regulations which may danger your own or others' safety.

Place .....,

The declarant..... (legible and full signature)

I confirm that I have read and understood this disclaimer before signing it, and I am aware that, by signing this, I waive certain legal rights.I also declare that I am aware that "Tenuta viale degli ulivi" and those who are on itself may use the data contained in this self-certification exclusively within and for their own institutional purposes (law 196/2003 "privacy protection").