

## **RULES**

Welcome to our Agriturismo, we are pleased that you have decided to spend your holiday with us.

Below you will find some rules to ensure your well-being and safety during your stay. The rules are not limited to what is required by law, but are based on common sense and mutual respect. We ask you to treat the facility with the same respect as your own home.

## **RESERVATIONS**

Reservations can be made by e-mail to [info@villaspoiano.com](mailto:info@villaspoiano.com).

You will then be asked to transfer the agreed amount.

### **Cancellations**

From the date of booking until 15 days before arrival, cancellation is free of charge (except in exceptional cases for large groups).

From 14 days before arrival, the full amount of the stay must be paid.

### **Amendment**

In case of no-show or early departure, the full amount of the stay will be charged.

### **Other information**

If the booked accommodation is not available due to force majeure, we reserve the right to allocate other accommodation with similar or better characteristics at the same price.

The price of the stay remains fixed even in the event of late arrival.

The invoice must be requested at the time of booking with all the necessary details (company, address, tax number). Otherwise a receipt for private individuals will be issued.

Service charges: heating, electricity and water are included in the price; the tourist tax of €1.50 per person per day must be paid in cash (from 14 years of age).

## **ARRIVAL AND DEPARTURE**

On arrival, an identity document will be requested for mandatory registration with the police authorities.

Unregistered persons are not allowed to stay overnight.

CHECK-IN: Guests are received from 14:00 to 19:00. Please report any delays to +39 0558077313

CHECK-OUT: The accommodation must be vacated by 10:00 am.

If you wish to check out at night or outside opening hours, please let us know your departure time and pay for your stay the day before your departure.

## **STAY**

In accordance with Law No. 3 of 16 January 2003 Art. 51, smoking is prohibited indoors.

Breakfast Breakfast is served at Spoiano 3 from 8:00 am to 10:00 am.

**Dinner.** On Wednesdays and Saturdays we offer a 4-course menu. Registration in the entrance hall by 12:00 noon. Dinner starts at 20:00.

**Cleaning and linen change** The flats are equipped with bed, bathroom and kitchen linen. Rooms are cleaned and linen is changed weekly. If necessary, additional linen can be requested for a fee. Towels cannot be used for the natural pond, we therefore ask you to use your own towels.

**Rubbish** Please dispose of your rubbish yourself at the end of your stay and during your stay. You will find collection bins in the main car park.

**Pets** We accept pets as long as they are well behaved. Pets are not allowed to sleep on sofas or beds. Dogs must be kept on a lead. All owners are asked to clean up after their pets and are responsible for any damage they cause.

**Damage** Guests are asked to treat the items made available to them with respect. Improper use of the equipment and any damage must be replaced. Please close the parasols and awnings in windy weather, at the end of the day or when you do not need them.

**Toilets** Please use the sanitary facilities properly and dispose of everything except toilet paper in the bins provided.

**Maintenance** The owner reserves the right to enter the rented house to carry out unforeseen maintenance work. Please contact us if any item is not working properly.

We wish you a pleasant stay