



Agricola
FRASCHIERA
GENERAL REGULATIONS

The stay within the *Tenuta Agricola Fraschiera* implies full acceptance of this regulation in all its parts. Non-compliance can lead to the recall and, in serious cases, to the forced removal at the discretion of the management; management also reserves the right to make changes or additions to the articles already contemplated and mentioned below.

➤ **Check-in:**

Upon arrival, customers are required to show up at the reception to carry out the check-in procedure with a valid identity document.

The delivery of the keys for the booked apartments will take place from 15.00 to 19.00: once the check-in procedure is complete, the Guests will be accompanied to their accommodation. In case of early arrival (before 15.00), upon completion of the check-in procedure, Guests will be able to take advantage of the services while awaiting the key delivery.

A deposit of € 200.00, with pre-authorization on credit card (no debit card), or with deposit in cash, will be requested upon arrival during the check-in procedure; upon departure, the staff will perform a check on the state of the accommodation and, if everything is in order, the deposit will be fully released / returned.

The total balance of the holiday will be requested upon arrival.

Guests are requested to report any damage to the accommodation to the reception staff within 24 hours of their arrival.

➤ **Check-out:**

Check-out is expected by 10.00 on the day of departure. In case of late departure, unless previously agreed and allowed by the Management, a supplement of € 25.00 / hour will be applied.

The cleaning of the kitchenette, not included in the final one, will be done by the Guest. Failure to comply will result in a charge of € 30.00: the amount will be charged to the credit card provided on arrival or reduced by the cash security deposit.

The check-out procedure must always be respected: early departures must be agreed by the Management and consequently regulated. In the event that the guests, upon their arrival, have left a security deposit in cash, they must, on departure, provide a credit card (no debit card) as a replacement, which can be used in case of damage to the accommodation. or failure to clean it after their departure.

➤ **Apartments for rent:**

Smoking is prohibited inside the apartments and we trust in the kind collaboration not to throw cigarette butts on the ground.

It is also forbidden to bring the interior furnishings outside - furnishings, appliances, dishes and utensils included, baby cots etc. - for safety, the televisions must never be moved from the special supports and the drying racks supplied, they must always be used in the allowed spaces and not near the accommodation. The Management will be deemed free to remove, without notice, all that is not allowed and contemplated in this article.

Each part of the furniture, present inside the apartments, must be properly used and not used alternately according to your own judgment or personal taste.

The linen provided (bed and bathroom), as well as the bathroom items, will be provided only on arrival as a starter pack: each change requested will require a supplement per change/person.

➤ **Vegetation:**

The vegetation inside the estate is to be considered an invaluable natural heritage: we therefore ask guests not to damage it in any way whatsoever, by hanging various types of objects, hammocks, tying threads to hang laundry or anything else; otherwise, the staff will immediately remove the object and will therefore check for any damage that will then be charged as compensation.

➤ **Wild animals:**

The presence of wild animals is characteristic of the Maremma and consequently of the Estate and it is also to be considered an invaluable natural heritage. Therefore, we ask Guests not to disturb them and not to feed them, so as to break their natural balance. Feeding can cause wild animals to become too comfortable in residential or recreational areas, and then they will disturb guests: once the animals learn that they can handle food, they can become a nuisance, or worse, a security risk.

➤ **Pets:**

The owners are always obliged to lead the animals on a leash and to collect any excrement, both outside and inside the estate; Dogs are not allowed in common places, such as swimming pool, bathrooms, changing rooms, Turkish bath, relaxation room etc. we therefore ask Guests who are dog owners to scrupulously observe this prohibition; pets must never be left unattended, but always with their respective owners in order not to disturb other Guests, thus promoting civil coexistence.

➤ **Vehicles:**

The vehicles that pass through the estate, without distinction between cars, motorcycles and bicycles included, will be obliged to move at walking pace. The appropriate parking must always be used and to be considered as the only parking area; other spaces for vehicle parking are not allowed and any vehicle parked/stopped outside the allowed spaces will be forcibly removed. During the loading/unloading of baggage it will be possible to approach the accommodation, only where permitted.

➤ **Silence:**

Guests, for a good and peaceful coexistence, are asked to respect the silence from 13.00 to 16.00 and from 22.00 to 09.00. Guests are asked to always respect this clause.

➤ **Water:**

Guests are asked to respect the environment, using the water with extreme awareness, thus avoiding unnecessary waste.

➤ **Fire:**

It is absolutely forbidden to light fires or barbecues outside the allowed area, to throw cigarettes or matches on the ground, but only in the appropriate containers, making sure to put them out well: all this will reduce the risk of fire and will help the staff to keep clean and I order all the spaces of the estate. In the event of a fire, Guests are requested to promptly notify the Management or staff, if present in the immediate vicinity.

➤ **Garbage:**

Guests are requested not to place the garbage outside the appropriate containers, but to always use them.

➤ **Swimming pool:**

Bathing in the pool outside the set times is strictly forbidden, therefore we advise guests to read the regulations posted in the spaces next to the swimming pool. To access the swimming pool, all guests, including small children, must always wear swimsuits and use the shower before entering. The bathing surveillance service is not mandatory, but we trust in the kind collaboration and civic sense of each. The opening of the swimming pool, from May to October, is always subject to weather conditions and, if the water temperature has not reached 18 °, it will not be considered swimmable according to Italian law: the Management therefore will release from any responsibility in the event that the bathing prohibition is not respected by the Guests, with all the consequences that could occur due to the non-compliance with this article.

➤ **Daily or short/long-term guests:**

Daily visiting guests are admitted at the Management's discretion which must always be notified. Guests are not allowed inside the apartments if the maximum occupancy per housing unit has already been reached. Daily supplements per person may apply.

➤ **Reservation:**

The reservation is personal, non-transferable and constitutes a free contract between the parties.

➤ **Cancellation policy:**

The cancellation of the reservation must take place, according to and within the terms of the policy accepted during the booking procedure, via E-mail or directly to the following address <https://www.simplebooking.it/ibe/Account?hid=6300&lang=IT#/editReservation&guid=> in the event that the booking was finalized online on our website. No reduction is foreseen in case of arrival not in accordance with the booking, or in

case of early departure compared to the booked period. In case of cancellation as per regulation, the deposit will be refunded by bank transfer by the end of the current year. In the event of late arrival, the accommodation will be kept available to the Guest until 12.00 on the day following the booking date, after this time, the Guest will be deemed to have given up and the Agricola Fraschiera will be deemed free to resell the accommodation, unless otherwise communicated by phone or via E-mail.

Minors are not allowed unless accompanied by adults for the duration of the stay.

The reservation is binding for the booked period, if the Guest leaves the accommodation before the end of the stay, he is still required to pay the amount due up to the departure date as per the original confirmed reservation.

The balance will be paid in full on arrival, by credit card (diners not accepted) or debit card, bank checks or cash will not be accepted.

➤ **Services and Responsibility:**

During the beginning and end of the season, with reference to the number of guests present, some services may be reduced or not working. Same value for all other services made available to guests.

The Management relieves itself of any responsibility with regards to sums of money or objects belonging to the Guests.

The Management relieves itself of all responsibility in the event that the kind Guests move too far from the central area of the farmhouses/swimming pool and enter the furthest areas of the Estate and away from the beaten track.