

The request for availability is not binding and does not take the form of a contract neither for the customer nor for Borgo Baccile by Vini Fantini Resort & Winery. The booking request is made by an order form and is therefore, binding for the client but not binding for Borgo Baccile by Fantini, who is free to not accept the reservation.

The booking confirmation that Borgo Baccile by Fantini sends to the client is binding for both parties and establishes the finalization of the booking contract. A deposit equal to 50% of the amount of the stay is required, excluding optional services at least three days from the date of arrival. At this stage Borgo Baccile by Fantini undertakes to send a confirmation e-mail. All reservations must be confirmed by e-mail upon acceptance of the cancellation conditions of the property. This regulation is an integral part of the booking and is established to ensure an even, orderly and relaxed use of the structure. It has a contractual nature between Borgo Baccile and the guest, therefore, the request to stay and the acceptance of this request implies the total acceptance of this regulation. Every guest undertakes to observe it and for everything not explicitly mentioned, reference is made to the regulations in force, to the good taste and common sense of each in the interest of all, to ensure the safety of management and public order.

The property is the residence of many guests who have decided to stay there, so we ask you to respect it and treat it with care as you would with your home or with that of relatives and friends. Failure to comply with one or more points of this Regulation and the rules contained therein may lead to termination of the contract with related economic and legal consequences. The Management, as provided for in the applicable laws, has the right to expel without notice anyone who does not comply with the regulations or acts in a way that creates harm or disturbance.

Our staff will be at the guests' disposal for every need, in order to make your stay as pleasant as possible.

## Cancellation

If the cancellation request is received within 14 days of your arrival, no penalty will be applied. In case the cancellation request is made beyond the above limit, the credit card provided at the time of booking will be charged the cost of the first night, including VAT. In case of no show (no show), the credit card provided at the time of booking will be charged for the entire stay.

## Check-in and Check-out

Check-in: from 03:00 to 08:00 pm.

If you wish to check-in earlier than the scheduled time, we inform you that it is possible to use the common areas of the structure from 11:00 with a supplement of €50 for the rooms and €100 for the residences, entry to the room / residence is in any case guaranteed from 03:00 pm.

Check-out: from 07:00 to 11:00. If you wish to check-out in a different time slot than the one previously indicated, please contact us, by phone or by message, so that we can give you more information regarding your request.

At the time of check-out, the room keys must be returned to the assigned Staff.

Borgo Baccile offers its customers free luggage storage until departure.

## Breakfast

Breakfast is served from 07:00 am to 10:00 am in "La vecchia cantina", upon request, you can request room service.

## Poolside service

Borgo Baccile offers its guests a poolside service, active from 12:00 am to 7:00 pm.

## Balance

Balance of payment at check-in with the following methods: payment in cash or credit/debit card.

Bank transfers or cheques are only accepted as a deposit and can only be made within 5 days of your departure. Extra during your stay will be charged to your room at the time of Check-out.

## Documents

Upon arrival, it is essential to present a valid identity document for each guest, to allow registration in accordance with the laws in force. In the case of minors, they must be accompanied by at least one parent or be provided with a signed authorisation. It is absolutely forbidden to let people who have not been registered stay in the room.

## Rooms

In order to limit the environmental impact due to the frequent change of towels, we kindly ask you to place only those that the guest wishes to be changed on the floor of the room. With your collaboration we will limit the use of water, detergents and electricity. During the stay, the cleaning is carried out from 09:00 am to 01:00 pm. Therefore, we kindly ask our guests to let us know when it will be possible to carry out the cleaning using the coupon provided by the structure. In the absence of the coupon, cleaning will be done the next day.

## Apartments

During your stay, the house will be cleaned and changed of linen every 3 days from 11:00 am to 03:00 pm. Therefore, we kindly ask our guests to let us know when it will be possible to carry out the cleaning using the coupon provided by the structure. In the absence of the coupon, cleaning will be carried out the following day.

It is possible to request daily cleaning, which will have an additional cost.

## Smoking

Smoking is not allowed inside the apartments. It is possible to smoke in the special areas using the ashtrays. The law will apply to those who break the rules.

## Animals

Pets are not allowed inside our Resort.

## Luggage

Borgo Baccile by Fantini declines all responsibility for the loss, theft or damage of items of your property left in the rooms if they were not handed to the Management for custody.

## Possible Damage

If due to improper use, negligence or carelessness, the guest should cause damage to the structure, equipment belonging to the premises assigned to him or objects in use, he is required to immediately report to the owner and, after inspection, the necessary amounts for repairs, replacements and/or cleaning will be charged.

For proven deductions we will proceed in accordance with the law. It is recommended a correct and civil use of the toilets, avoiding to throw anything in the W.C. (please use the appropriate baskets). In addition, it is recommended to turn off close doors and windows.

## Responsibilities of the management

The Management is not liable for damage resulting from events of force majeure or the loss of objects and/ or values of guests. We therefore invite the kind guests to guard property objects with diligence.

## Pool Rules

Guests are required to comply with the following rules:

- ▶ Registered guests only.
- ▶ Opening times: 08:00 am – 08:00 pm.
- ▶ Children under 12 and unaccompanied disabled persons are not allowed to enter the pool when lifeguards are not on duty ▶ Emergency staff must be available at all times.
- ▶ The depth of the pool varies from 1.00m to 1.50m.
- ▶ Diving and running on the pool deck is prohibited.
- ▶ It is recommended not to use the pool for at least 3 hours after eating.
- ▶ Smoking is forbidden. No food or beverages on pool deck or in the changing rooms.
- ▶ All bathers must shower before entering the pool.
- ▶ No underwater swimming without the presence of an instructor.
- ▶ Animals are not permitted in the pool area.
- ▶ Please use swimming caps.
- ▶ It is forbidden to use sun tan lotions and hair oil before entering the pool.
- ▶ No glass bottles or glass objects in the pool or on the deck.
- ▶ Do not use the pool during any severe or dangerous weather conditions (thunder storms).
- ▶ Any person suspected of being under the influence of alcohol or drugs, is prohibited from entering the pool.
- ▶ People who appear to be in a precarious state of general health should not enter the pool.
- ▶ Management shall not be responsible for accidents or injuries caused by the non-compliance of these safety rules.
- ▶ Children under 3 years of age and persons suffering from incontinence should wear water resistant swim diapers.
- ▶ Bathing and showering without appropriate swimwear is strictly forbidden.

According to the laws of the Region, the Management can take action against those who fail to comply with the above mentioned regulation. We kindly ask you to follow the rules.

If the customer does not comply with this regulation in its entirety, Borgo Baccile by Vini Fantini reserves the right to interrupt, according to the applicable contractual regulations, your stay at the property.

We trust in your cooperation and thank you for choosing our structure and wish you a peaceful and happy stay at Borgo Baccile by Vini Fantini.