

## TERMS AND CONDITIONS

### **Introduction**

Here below you can find the rules which our guests are kindly requested to follow, for a peaceful cooperation and mutual understanding, in full respect of the nature of the place.

### **Arrival**

The check-in of the apartments is expected between 14.00 and 17.00 o'clock, unless previously differently agreed with the owners. At the check-in, each guest will deliver a valid identity document, required for the registration as required by applicable law, which will be immediately returned. The personal details of children without identity document will be provided by parents or carers. Any personal detail will be treated in accordance with current privacy legislation.

The guests will receive the keys of the house - which therefore will remain in their custody - then they will visit the apartment and the areas of the farm, beginning from the yard of 5000 fully fenced square meters.

The accommodation will be delivered clean and in perfect order.

In case of later check-in than the agreed time, the customer must inform in advance.

In terms of liability and as indicated by the Italian legislation, the structure is covered for damages to third parties solely for civil liability.

### **Departure**

The keys of the apartment must be returned by 10.00 am of the day of departure, unless differently agreed at the time of the booking.

### **Prices**

The prices of the apartments are set out on the related pages of the website. The price includes breakfast - will be provided from 8:00 am to 10:00 am - electricity consumption for lighting, water consumption, gas consumption for the kitchen, but not the one for heating which therefore will be calculated separately as indicated by the gas meter, without any increase in the tariff.

If you want to turn on the stove and / or fireplace it will be necessary to ask to a representative of "La Giuiaia", who will provide the wood and whatever else is necessary for the ignition and the maintenance of the flame over a day: this service includes the cost of 20 € per day.

It is possible to organize carriage rides with horses, and guided hikes with donkeys which are very suitable for children. The request must be submitted at least one day in advance and the cost will be agreed on site depending on the mode and the duration of the excursion. The trips are covered by insurance.

### **Information requests / Bookings**

For information about apartments availability and for product orders, please send an e-mail to [info@lagiuaia.com](mailto:info@lagiuaia.com) . Reservations must be made in the same way specifying the date of arrival and departure, number of adults, the number of children and their contact details. After receiving the booking, we will send a confirmation e-mail to the same e-mail address.

### **Payment**

You are requested to prepay 30% of the total amount within three days after receiving our confirmation e-mail on the specified bank account of "La Giuiaia". As soon as the payment has been received, we will send an e-mail with an invoice for the deposit. The remaining amount will be paid upon departure after inspection of the premises. Reservations can only be made in the manner described above. At your request, we send the bill with the addition of your VAT number.

To order our products, you are requested to prepay the amount - including shipping costs - on the bank account of "La Giuiaia" which is included in the confirmation e-mail. The goods will be sent within 48 hours after we received your payment.

### **Security deposit**

The security deposit is not required because we rely on the cooperation and the common sense of everybody.

### **Cancellations**

If you unexpectedly need to cancel a reservation, the following cancellation conditions apply. You will receive back:

-100% of the deposit for cancellations received 3 months before the beginning of your stay.

-50% of the deposit for cancellations received 2 months before the beginning of your stay.

-30% of the deposit for cancellations received 1 month before the beginning of your stay.

We always count € 20.00 as cancellation fee. If you cancel less than 30 days before the beginning of your stay, you will not receive any deposit back.

### **Rules of conduct**

At any time inside the farm, any behavior, activity, game, use of equipment that could cause disturbance to other guests must be avoided. Children should always be accompanied by an adult who will be responsible for them.

The apartments are ABSOLUTELY NO SMOKING areas. Smoking in the outdoor areas is allowed only using the appropriate ashtrays.

If during the stay a person is replaced with another, this must be notified to the owner - or his representative - who will proceed with the new registration.

### **Apartments**

In the rooms it's not allowed to light candles or other open flames, with the exception of the fireplace or wood-burning oven. Rooms are decorated with antique furniture and old original furnishings and you are invited to use them with care and respect.

Inside the apartment towels, sheets, blankets, pillows, tablecloths, tea towels and kitchenware are available. The windows are fitted with mosquito nets. For any other need please do not hesitate to ask and we will do our best to accommodate you.

For young children (0-24 months) a rocking chair of old workmanship is available.

The change of linen will be done every 3 days while cleaning the bathroom, the kitchen and the bedrooms will be carried out on a daily basis and, therefore, the apartment must be available for cleaning from 10.30 in the morning.

Otherwise the apartment will be cleaned directly on the following day.

For personal laundry there is an outside sink, and a drying rack to avoid - in any way - guests dry their wet laundry on the chairs and furniture inside the apartment.

It is not allowed to unregistered persons to stay overnight.

The apartments are equipped with keys but guests are requested not to leave their valuables unattended inside, the company does not respond of eventual consequences.

Inside the apartments phone numbers for emergencies are available.

It is forbidden to carry outside without permission anything which is inside the apartment.

Only small pets are allowed.

### **Miscellaneous**

Guests can reasonably use free wifi internet in the apartment or adjacent area. On request, you can use a mobile phone at a cost of € 25.00 per week with a one-off credit of € 10.00.

In the period of the saffron harvest (late October), vintage (September-October) and olive harvest (October-November), it is possible to participate in the harvest and in the activities involved, such as picking and drying of saffron, the preparation of wine after the grape pressing and pressing of olives at the mill to obtain extra virgin olive oil.

In "La Giuiaia" antique agricultural tools are available to give you an idea of what the former life and work in the countryside in this area must have been. There are haystacks which still provide hay to the horses, as well as some nearly extinct fruit trees which have been discovered by the owner - graduated in Natural Science - in old, abandoned farm houses and monasteries nearby. You can look after donkeys, horses and it is possible to watch at the operation of shoeing.

During your stay a tasting of Umbrian cuisine and products will be organized. It is possible to buy our local products: extra virgin olive oil, wine, saffron, eggs from our chicken coop and vegetables from our organic garden.

### **Reachability**

Following the directions at the village Moiano, you finally get to the access road, a dirt road for about 400 meters.

### **Tourist places within 100 km**

Orvieto, Viterbo, Todi, Assisi, Foligno, Gubbio, Spoleto, Perugia, Trasimeno Lake, Campi di Annibale (Tuoro), Bolsena Lake, Montepulciano, Chiusi, Arezzo, Cortona, Chianciano Terme, Pienza, Montalcino, Siena, Rome (150 Km).

### **Services and shops for basic needs**

Città della Pieve, 10 Km; Moiano, 2 Km; Po Bandino, 7 Km.

### **Highway**

A1 exit Chiusi - Chianciano Terme, 14 Km.

### **Airports**

Rome 180 Km; Florence 160 Km; Pisa 210 Km; Milan 450 Km; Perugia 45 Km; Ancona 160 Km.

### **Train station**

Chiusi- Chianciano Terme, 10 Km.

**Sea**

Tyrrhenian Sea, 145 Km.

**Bathing**

Lake Trasimeno (12 Km far away) is equipped to allow bathing: there are 6 public beaches with bathing facilities and weekly water analysis for safety checks.

We wish you a very pleasant stay.

*"La Giuiaia" Agriturismo Azienda Agricola*