

## **SERVICE CHARTER**

Dear Guests,

We present below the service charter to provide you with information that will allow you to make the best use of the services we offer for a pleasant stay.

Please make any request or report that you deem useful to help us achieve our goal of constantly improving the offer of accommodation at our facility.

The reception is open every day with continuous hours from 9.30 to 18.30.

Upon arrival, each guest is requested to go to the Reception to deliver their valid identity document and to carry out all the administrative and bureaucratic formalities.

In case of arrivals scheduled at times other than those indicated above, please notify us in advance by email.

If an unexpected event occurs or you are unable to reach the property within the time communicated, you can contact a manager using the fixed number +39 055 858571 or the mobile number +39 388 4630045 to warn of the delay or to have information on how to find us.

## **CONTRACTUAL CONDITIONS**

### **Check in:**

From 2:00 pm to 6:00 pm on the day of arrival.

In case of arrivals at times other than those indicated at the time of booking, please communicate it in advance.

A valid personal document is required.

Delayed arrival does not entitle you to any refund.

After 24 hours of delay on the expected arrival, if no communication is received, the Management can freely decide to cancel the entire reservation.

A security deposit of € 200 will be required upon check-in

### **Check-out:**

By 11:00 am on the day of departure.

Please do not leave food or drinks inside the apartment.

If you need to stay longer, please communicate it in advance to allow our activities to run better.

In case of extension of the stay and subject to availability, the supplement is € 20.00 per room per stay after 11:00 am. After 1:00 pm the amount of an overnight stay will be charged.

Early departure does not entitle you to any refund.

### **Reservations and confirmation:**

Reservations can be made either by phone or email. Once the availability has been verified, we will send you an e-mail with the necessary information to confirm the booking.

The reservation can be considered confirmed upon receipt of a deposit equal to 30% of the total amount, unless otherwise agreed.

It is possible to pay the deposit by bank transfer or PayPal.

From the moment of acceptance of the reservation, in case of cancellation by the customer, the cancellation penalties indicated below will be applied (unless otherwise agreed).

### **Booking multiple apartments / rooms:**

If there is a booking for more than one apartment / room by a group of families, a deposit will be required for each individual apartment or room. In the event of a cancellation of only one apartment, the advance of this apartment cannot be deducted from the stay of the other confirmed reservations.

### **Payments:**

The balance of the stay will be paid on the day of departure.

The payment methods accepted at our facility are:

cash (within legal limits);

credit cards (Mastercard, Visa, Diners, American Express);

Pagobancomat;

The balance by wire transfer or PayPal is accepted only if made 15 days before check-in.

Any multiple or special billing must be requested the day before departure.

### **Cancellation policy:**

The cancellation of the reservation must be received exclusively by email; other systems are considered unsuitable and therefore will not be accepted.

**Cancellation penalties:**

Cancelled reservations will be subject to penalties as follows:

- A) up to 90 days before the arrival date no penalty will be applied;
- B) from 89 to 30 days before the arrival date a penalty equal to 30% of the entire booked stay will be charged to the credit card;
- C) from 29 to 0 days before the arrival date the entire amount of the booked stay will be charged to the credit card;
- D) in the event of a "no show" or early departure, an amount equal to 100% of the entire booked stay will be charged.

**Tourist Tax**

The Municipality of Greve in Chianti has introduced the tourist tax. The tax is applied to the overnight stays of only non-residents in the Municipality of Greve in Chianti for a maximum of 7 consecutive nights. The tax rate for this accommodation facility is Euro 2.00 per person per night.

It is reduced at € 1,50 until 2020 December 31.

Minors are exempted from the payment of this tax up to the age of fourteen and other categories that you will find better indicated at this link (<https://greve-in-chianti.imposta-soggiorno.it/>).

We kindly ask you to hand over the entire group fee at the reception upon check-out.

Payment of the before mentioned tax must be made in cash.

We are sure of the courtesy and collaboration of all our welcome guests.

**Personal data treatment:**

Personal data and any other element learned by our Company during the course of the assignment, will be subject to confidentiality and will be treated in compliance with the confidentiality and rights of the person through the systematic application by us of appropriate protection measures and guarantee prepared for both paper and electronic data processing and measured to the specificity of the data itself (simple personal data or sensitive or judicial data).

Pursuant to and for the purposes of Legislative Decree 196/03, the Customer is informed that his personal data will be processed only for the purposes determined by the contractual relationship for these purposes (including accounting and administrative purposes).

## **RULES OF CONDUCT**

### **Rearrangement of rooms:**

The rearrangement of the room will be made if the room is vacated by 10.30 in the morning.

The replacement of towels and sheets will be done every 3 days (excluding departure and day before).

We ask you to leave the towels on the floor when you want them to be replaced.

In the apartments there is no daily rearrangement of the accommodation. The linen will be changed every 5 days. If there is a need to change linen or towels first, please notify the management. The cost of the additional change will be charged to the applicant.

### **Keys:**

For your safety, the entrance keys to the structure cannot be replicated, in case of loss, the cost of replacing the lock will be charged.

The keys must be returned in perfect condition on the day of departure to authorized personnel.

### **Theft and loss:**

The management is not responsible for theft or loss of objects left unattended inside the structure.

### **Breakage reporting:**

Guests are kindly requested to report any accidental breakages caused during their stay.

Breakages will be charged at cost price.

### **Fault and inconvenience reporting:**

The timely reporting of faults or other inconveniences will be very welcome, it will help us improve our services.

### **Safeguarding common peace:**

Kind guests are asked to keep any music systems at a volume that respects the peace and harmony of the environment, especially during rest hours: from 2:00 pm to 4:00 pm and from 11:00 pm to 9:00 am.

### **Internet:**

You can connect to the internet. Wi-Fi is free and available in all parts of the farmhouse.

Connection name: Guest – Ulivello in Chianti. No password is needed.

**Smoke:**

Smoking is forbidden inside the rooms, apartments and in all closed rooms of the structure.

**Four-legged guests:**

In some portions of the structure it is allowed to bring small pets up to 8 kg.

**Heating and air conditioning:**

The system is regulated at an ideal temperature and in compliance with current regulations. The temperature can be changed at the customer's choice by using the appropriate remote control.

In order to avoid excessive consumption and for better functionality, please pay particular attention to the fact that doors and windows remain closed while the system is operating, especially in your absence.

**Separate waste collection:**

The farmhouse carries out separate collection. Guests are asked to use the appropriate containers.

**Parking area:**

The car park is not guarded: although there are no particular risks for your vehicles, we recommend that you lock your cars and not leave valuables in the car for greater safety.

**For everyone's respect:**

We invite our guests to adopt a behaviour respectful of the peace and relaxation of other customers, especially during daytime and night-time hours of rest.

The guest is required to respect the environments, equipment and furnishings found in the farmhouse and in the external parts of this.

It is forbidden to bring people outside the farmhouse into the rooms or common areas, unless agreed with the management.

The farmlands are part of a restocking and capture area where hunting is prohibited and where it is easy to come across small wild animals (hares, pheasants, partridges even in the hatching phase).

We also ask to be respectful of the environment, animals and to reduce waste to a minimum.

Some of the company areas are prohibited or closed, for the safety of all we ask to respect the prohibition signs.

Children inside the farmhouse must ALWAYS be accompanied by a responsible adult, the Management declines all responsibility for accidents involving children left unattended.

The Management reserves the right to request compensation for any damage to animals, plants, objects, furnishings and equipment.

## **SERVIZI ESSENZIALI DISPONIBILI NELLE VICINANZE - ESSENTIAL SERVICES AVAILABLE NEARBY**

### Supermercati/ negozi di alimentari (Supermarkets / grocery stores):

- Alimentari Bussotti in Piazza Emilio Landi, 33, 50027 Strada In Chianti FI (2,4km; 4 minuti)
- Carrefour Express in Via G. Mazzini, 31, 50027 Greve in Chianti FI (3,1km; 4 minuti)
- Coop in Via dei Popoli, 50023 Impruneta FI (5,9km; 8 minuti)
- La Martellina in Via di Pancole 1, 50022, Greve in Chianti FI (1,2km; 1 minuto)

### Banca (Bank):

- Monte dei Paschi di Siena in Piazza Emilio Landi, 18, 50027 Strada In Chianti FI (2,5km; 5 minuti)
- Banca di Credito Cooperativo di Impruneta in Via G. Mazzini, 31, 50022 Strada In Chianti FI (3,1km; 4 minuti)
- Banca C.R. Firenze in Viale della Libertà, 1, 50023 Impruneta FI (5,4km; 7 minuti)

### Benzinaio (Oil station):

- TotalErg (400m; 1 minuto)
- Baroni Dimitri, Via Imprunetana per Tavarnuzze, 8, 50023 Impruneta FI (6km; 8 minuti)

### Fermata autobus (Bus Stop):

- Direzione Firenze - Davanti all'agriturismo, stesso lato della strada.
- Direzione Greve in Chianti – Davanti all'agriturismo, lato opposto della strada.

### Chiesa (Church):

- Chiesa di San Cristoforo in Via della Chiesa, 24, 50027 Strada In Chianti FI (2,4km; 4 minuti)
- Chiesa di Santa Cristina a Pancole in Via di Pancole, 63, 50022 Santa Cristina FI (1,8km; 3 minuti)
- Basilica di Santa Maria all'Impruneta in Piazza Buondelmonti, 28, 50023 Impruneta FI (5,2km; 7 minuti)

### Farmacia (Pharmacy):

- Farmacia Rossini in Via Palmiro Togliatti, 3/A, 50027 Strada In Chianti FI (2,4km; 4 minuti)
- Farmacia Leschiutta, Via Vittorio Veneto, 4/6, 50023 Impruneta FI (5km; 6 minuti)

### Ospedale (Hospital):

- Ospedale Santa Maria Annunziata in Via Antella, 58, 50012 Ponte a Niccheri, Bagno a Ripoli FI (6,8km; 15 minnuti)

## **ATTRACTIONS OF THE SURROUNDING TERRITORY**

### **FLORENCE**

Going north along via Chiantigiana, you can reach the city of Florence in just 20 minutes. World famous city of art, Florence is full of places of incredible beauty that you cannot help but visit. The churches, Brunelleschi's dome and Giotto's Tower, Palazzo Vecchio and the Uffizi Museum are just some of the wonders present in the historic center of the city. Visible on foot, Florence hides curiosities, stories and mysteries to be discovered in every street and corner that have always fascinated people from all over the world.

### **SIENA**

Siena is one of the most beautiful medieval cities in Italy. The fulcrum of the city is the famous Piazza del Campo, with its particular shell shape, where the famous Palio is held, a passionate horse race that takes place every year in July and August and its origins seem to date back to the seventeenth century. Certainly not to be missed are some buildings that overlook the square such as the Palazzo Pubblico, the Torre del Mangia and the Civic Museum as well as the Cathedral and the National Art Gallery where numerous pictorial masterpieces of the thirteenth and fourteenth centuries are exhibited.

### **SAINT GIMIGNANO**

Declared a World Heritage Site by UNESCO in 1990, San Gimignano is a small fortified town halfway between Florence and Siena famous for its architecture and its beautiful medieval towers that make the city profile truly unique. In the most prosperous period, the wealthy families of San Gimignano came to build 72 towers as a symbol of their well-being and power. Of these, 14 remain today, which contribute to making the city atmosphere even more fascinating.

### **GREVE IN CHIANTI**

Founded in the early Middle Ages and grown over the centuries thanks to its strategic position from a commercial point of view, Greve in Chianti is today the most important municipality in the Chianti Classico area. In the village it is possible to visit an interesting Wine Museum and experience engaging food and wine experiences such as the Chianti Classico Expo which is held every year in September. The central square of the town overlooked by the Neo-Renaissance church and numerous artisan shops is certainly another unmissable place for any visitor.

### **IMPRUNETA**

A town known throughout the world for its terracotta, obtained from a particular clay that gives the terracotta characteristics of particular strength and durability, Impruneta is one of the oldest villages in the surrounding area. Its foundation is even traced back to the first century AD. In addition to the Basilica of Santa Maria, dating back to the fourteenth century, and the museum that contains some of its relics and works of art, Impruneta, in October, is also home to some well-known fairs that make it incredibly cheerful and lively. It is also possible to visit some of the numerous kilns where the production of terracotta takes place according to more or less traditional methods.