



BORGO DI FONTEBUSSI

INTERNAL REGULATIONS

Dear customer,

This internal regulation belongs to the general conditions of the contract for supplying accommodation services. In case of not respecting these rules, Borgo di Fontebussi has the right to cancel the accommodation contract.

We kindly ask you to behave in such a way not to disturb other guests and to permit everyone a polite, quiet and peaceful use of our property.

Thank you for your cooperation.

La Direzione

BOOKING AND CAUTION MONEY

- *When booking, a direct contractual relationship establishes between Fontebussi S.r.l. and the customer, regulated by this internal regulation.*
- *When booking, the payment of a caution fee is required. It is 30% of the total amount for hotel rooms and apartments, and it is 10% in case of events and ceremonies, this amount will be deducted in case of cancellation of the booking. The booking with caution fee is valid until h 8.00 pm of the arrival day, but different agreements.*
- *Once the accommodation is booked, Fontebussi S.r.l. will send by e-mail or fax a booking confirmation indicating the services booked, the total amount and the amount of the caution fee. In case of events and ceremonies, the confirmation is represented by signing the authorization.*
- *The confirmation obliges Fontebussi S.r.l. only to keep valid the booking. Only sending to Fontebussi S.r.l. by e-mail or fax, within 3 days from the booking of hotel rooms, 30 days from the booking of apartments, a copy of the bank transfer or another document attesting the payment of the caution fee, the booking will be definitely confirmed. Without this, the customer will not have any right to the booking.*

CANCELLATION

- *The customer has to inform by fax or e-mail Fontebussi S.r.l. about the cancellation. In case of cancellation the customer will have the right to be refunded of the caution fee (the net amount, considering the refunding expenses) only if a communication will be sent within 90 days for apartments, 3 days for hotel rooms prior to the arrival day.*
- *The cancellation of the apartments between the 90th and the 30th day prior to the arrival will cause the loss of the caution fee. The cancellation of the apartment between the 29th and the 15th day prior to the arrival will cause the charge of the 80% of the total amount as a compensation for the damage.*
- *The cancellation of events and ceremonies presented later than the 30th day from signing the contract will cause the loss of the caution fee. The cancellation between the 14th and the 8th day from the celebration day will cause the charge of the 50% of the fixed price as a compensation for the damage. The cancellation between the 7th and the celebration day obliges the customer to compensate Fontebussi S.r.l. for the damage, by paying the total amount.*
- *The guest renouncing the stay later than 3 days from the beginning of the stay for hotel rooms or 7 days for apartments, or in case the guest leaves the place before the*

agreed time, he is obliged to compensate Fontebussi S.r.l. for the damage, paying the price agreed upon.

- In case the notice is given later than these terms or in case it is not given, or in case of non-service (no-show), Fontebussi S.r.l. will have the right to keep the caution fee and to ask for the price of the service which has been booked.

RECEPTION (CHECK-IN) AND DEPARTURE (CHECK-OUT)

- On the arrival day the reception is the place where you will be welcomed according to the opening hours written on the notice board and on our website (During the day only). In case of late arrival the reception should be informed, if not a penalty of Euro 40,00 will be charged. The reception of the guests for events and ceremonies is held in the Salone Grandi Eventi, in accordance with what is established in the contract.
- The customer has the right to enjoy the services booked with effect from h 2.00 pm for hotel rooms, from h 3.00 pm for apartment.. Prices are daily, independently the arrival time.
- Upon the arrival, guests (clients or other people appointed by them) must give the reception the documents certifying the booking, their documents and they have to fill in the form for the P.S.. People under 18 non-accompanied by someone who is of age will be accepted only if they have an acquittance undersigned by their parents (or by someone else who has legally the parental authority), with their phone numbers and a copy of their documents.
- When the keys are given to the guest, he/she is appointed as caretaker of the accommodation (hotel rooms or apartments). Keys belong exclusively to Fontebussi S.r.l. and their eventual loss or deterioration will cause a charge of Euro 30,00.
- On the departure day keys must be returned to the reception (or in another place previously agreed) to the reception staff, who controls the items. In case of breaking or damage previously non-communicated by the guest, he/she will be held responsible for eventual costs. This kind of payments will be made immediately and in cash. Fontebussi S.r.l. will have the right to retain possessions brought in the place until the full payment of every charge according to the rule "solve et repete".
- The accommodation must be vacated by h 10.00 am, unless agreed otherwise. The delay in vacating the room/apartment will cause the charge of an extra charge.
- The bill must be requested and paid by the reception the day of the departure, unless agreed otherwise.
- In case of delayed arrival or earlier departure, the payment of the total amount stated in the booking will be required.

BEHAVIOURAL REGULATIONS

- We kindly ask our guests, customers, beneficiaries and guests of events and ceremonies to behave respectfully during their stay in our property.
- Between h 00.00 and h 7.00 am the night silence has been established. In every accommodations the acoustic volume is to be lowered, please behave respectfully in all the common areas, in the gardens and in the surroundings of the property.
- It is forbidden to smoke outside the reserved areas.
- It is allowed to bring animals on the property upon permission of the Direction and with a specific extra fee. The guest who takes with him/her an animal has to take care of it and should have a insurance policy of civil responsibility (for pets or personal).
- We kindly ask our guests, customers or guests of events and ceremonies to respect timetables, notices, signals and regulations present inside the Borgo (that regulate the access to the pool and to the restaurant).
- It is forbidden to leave objects and throw rubbish in common areas of the Borgo. Luggages deposited with the reception are in our staff's care only if our staff agrees.
- It is forbidden to put sun umbrellas in gardens, in terraces and in other common or private spaces. It is also forbidden to light a fire. It is not allowed to hang towels, sheets and any other kind of linen out of the windows and terraces.
- It is forbidden to bring inflammable and explosive items, materials with unpleasant smell, electrical household appliances not included in hotel rooms and apartments, without the permission of the Direction.

- *The equipment belonging to the Borgo has been inventoried, to damage or take away the above mentioned items has to be considered an illicit civilly and penally indictable.*
- *During your stay, the reception staff will be at your complete disposal for any information and help according to the timetable exposed on the notice board.*
- *It is forbidden to drive cars and motorbikes outside the parking area, apart from for check-in and check-out.*
- *The parking area is not supervised, one space is reserved for each room or apartment.*
- *The reception must be advised of the consumption of beverages available from the mini-bar. Any other extra service (room service, anticipate change of linen, extra cleaning) must be paid for during the check-out.*
- *In case food and beverage purchasable in the Borgo are brought in from outside and eaten/drunk by a guest in common areas of the Borgo, the Direction will be able to ask for a money compensation for them.*
- *Customers, beneficiaries and guests of events and ceremonies should not intervene with staff not assigned to them and they should grant a peaceful enjoyment of the services offered by the Borgo to its guests.*

USE OF THE ACCOMMODATION

- *Each accommodation can be occupied exclusively by the number of people indicated for that specific accommodation, a extra bed can be added upon a guest's request or a proposal of the reception.*
- *The cleaning of apartments will be done at the end of the stay, apart from the kitchen, kitchenware, pots and pans, that must be left clean and in order. If not, a extra cleaning fee of Euro 45,00 will be charged.*
- *In apartments the change of linens must be paid for, if it is not the regular weekly change.*
- *It is forbidden to eat inside hotel rooms.*

DISCIPLINE OF EVENTS AND CEREMONIES

- *Guests of events and ceremonies must respect behavioural rules of this internal regulation. Every charge belonging to a undisciplined guest of an event or ceremony will be charged to the people who undersigned the contract, for this reason they have the responsibility to control their guests' behaviour.*
- *Clients are requested to respect the time of the beginning of the event as stated in the contract. The delay in supplying the services required, caused by who signed the contract, by beneficiaries or guests, will cause a extra charge of Euro 150,00 for each hour late.*
- *Access to the Borgo for guests of events and ceremonies is reserved in the areas where services are supplied as written in the contract, except with a permission of the Direction.*
- *Internal parking is not at disposal of the guests attending to a events or ceremonies. Cars can drive inside the Borgo only upon a specific authorization of the Direction.*

HOTELIER/LANDLORD'S RESPONSIBILITIES

- *Fontebussi S.rl. is responsible for damages to guests, guests of events and ceremonies if the damage has been done in the area of the Borgo and the staff is responsible for it.*
- *Fontebussi S.r.l. is responsible for items brought inside the Borgo by a guest for a maximum amount equivalent to 100 times the daily price of the accommodation in case it is not possibile to prove that the damage has not been caused by its staff. Anyway Fontebussi S.r.l. is not responsible when damages or thefts are due to a guest, to circumstances beyond one's control or because of the nature of things. Things are considered brought inside the Borgo when they are left with a staff member or if they are leaded to a place, inside the Borgo, allocated for their care. The guest must inform the Direction soon in order not to lose the right to be refunded. Fontebussi S.r.l. is not responsible in any way for things brought in by customers, beneficiaries or guests of events and ceremonies.*
- *The custody of objects can be refused in case they are dangerous (they can potentially cause damages), too bulky or valuable.*

- *Despite our care and diligence, it is possible that a guest or who signed the contract for events or ceremonies should make a complaint because of a disservice. Complaints must be made on the spot, directly with the reception, or the Direction in case of events and ceremonies, by filling in the relevant form.*
- *The supplier (Fontebussi S.r.l.) can place at guest's disposal, for justified reasons, a substitutive accommodation if it has the adequate features. The replacement of the accommodation is justified, for example, in case the accommodation is unusable or if it is due to prominent managerial reasons.*
- *Fontebussi S.r.l. reserves the right to introduce changes to the organization and structures of the Borgo during the opening period. Considering these necessary activities of routine maintenance, the customer will agree about the fact that maintenance works will be executed to accommodation or structures of the Borgo during his/her stay, without the right to ask for a refund.*
- *For no reasons, during the departure, or at the end of the event or ceremony, will be given a discount as a refund for eventual or supposed disservices that can happen because of atmospheric events, circumstances beyond one's control, falling of trees or branches or products that belong to the nature of plants, gusts of wind, accident by the swimming pool, damages or thefts in the parking area and in the areas surrounding the Borgo.*

EXECUTION PLACE AND PLACE OF JURISDICTION

- *The place of execution of the contract is the place where is located Fontebussi S.r.l., namely Loc. Fontebussi – 52022 - Cavriglia (AR) – ITALIA.*
- *The place of jurisdiction is the place where is the head office of Fontebussi S.r.l.*
- *The contract agreed upon between Fontebussi S.r.l. and the customer or the guest is exclusively disciplined by the Italian law.*