



**VILLA REGGELLO**  
MONTEPULCIANO, TUSCANY

## RENTAL POLICY

### Bookings

Bookings are made on behalf of Fratelli Pialorsi, as the Owner of the property, at the prices stated on the Villa Reggello website or the applicable Rental Agreement. Rates are based on market conditions applicable at the time of the booking.

### Booking and Payment Policy

To secure a booking, the Guest is requested to proceed with the online reservation system on the Villa Reggello website or send an email to [booking@villareggello.com](mailto:booking@villareggello.com). To guarantee your reservation a 33% advance of the total rental is required, at the time of booking, by wire transfer. Please note that bookings will not be considered confirmed without the receipt of the advance. As soon as the payment of the advance is processed, the Owner will issue a confirmation invoice, and at this stage the "requested period" can be considered secured. The balance of the amount due will have to be done via bank transfer or credit card, no later than 30 days prior to your arrival date. Reservations made within 30 days of arrival date require full payment at time of booking. After receipt of the balance due the Guest will be sent full contact details of the property, and instructions as to how to arrive.

### Rentals

The minimum rental period is generally one week, from Saturday to Saturday. In some specific circumstances, the Owner reserves the right to accept only bookings for a minimum period of two weeks. The Owner also reserves the right to modify the prices in the price list when necessary. The number of persons (adults and children) must not exceed the number of sleeping places available (normally eight, or ten by request), except in the case of infants less than 2 years old. If the maximum number of individuals is exceeded, the Owner reserves the right to refuse or revoke the booking.

The substitution of persons during the rental period is forbidden, unless previously agreed with the Owner. Similarly, the Guest must not sub-let or assign the rental of the villa, unless previously agreed by the Owner.

Via delle Regge 16,  
53049 Montefollonico, Torrita di Siena (SI)

The Guest may only use the villa as a private holiday residence for the accommodation of the Guest and their guests, with an express prohibition against any other use, including as a primary residence or in connection with the carrying out of a profession, craft or business.

The Client shall not engage in any activity or practice that maybe or become a nuisance or annoyance to the Owner, or the occupants of adjoining land or that might invalidate any insurance policies effected on the property. Adults will be held accountable for the behavior of children in their charge.

If the Guest intends to host an event such as a wedding or a large party, they are required to notify the Owner prior to arrival at the villa and must be pre-agreed, in writing, by the Owner.

The Guests are responsible for securing their personal belongings while away, including jewelry and all other valuables, as well as the house, which includes locking all doors and windows.

The Owner provides only an initial supply of daily necessities (washing-up detergent, soap, toilet paper, etc.).

**Check in / Check out:**

Unless otherwise specified in the Rental Agreement, the arrival/departure must be as follows:

- Arrival: Saturday between 4 p.m. and 8 p.m.
- Departure: Saturday between 8 a.m. and 10 a.m.

Any change to the arrival date and arrival time must be advised and approved by the Owner at least 3 days in advance. In case of unavoidable delay on the Saturday of arrival, the Guest must call the Owner or the Property Manager (Geraldine Molinaro, at +39.339.3500736) as soon as possible. If neither the Owner nor the Property Manager are available, and the late arrival was not previously advised or if the Owner cannot accept a late arrival, the Guest alone is responsible for the cost of the overnight stay in a hotel.

On arrival the Guest must show all guests' passports or identity cards to the Property Manager to enable them to proceed with their registration in accordance with Italian legal requirements.

## **Cancellation Policy**

Any cancellation must be in writing to the Owner at [info@villareggello.com](mailto:info@villareggello.com). The effective date of cancellation is when the written notification is received. In case of cancellations the following rules apply:

- cancellations made 3 months or more before the arrival date will result in the application of 100% of the rental price for another Villa Reggello booking within 24 months of the cancelled booking;
- cancellations made between 1 to 3 months before the arrival date will result in forfeiture of 33% of the rental amount (the Caparra Confirmatoria); and
- cancellations made less than 1 month before the arrival date, or no-shows, will result in the forfeiture of the whole rental amount.

## **Accidental Damage Deposit**

All reservations require an Accidental Damage Deposit of €500 (as stated on in the Rental Agreement), due upon arrival to the Owner or Property Manager. This fee will cover any accidental damage caused to the villa and is refundable upon departure less any deduction made for loss or damage caused by the Guests, or for any additional costs that were not included in the rental price. THE OWNER OR THE PROPERTY MANAGER CAN REFUSE ACCESS TO THE VILLA IF THE SECURITY DEPOSIT IS NOT PAID AT THE TIME OF ARRIVAL.

Should the Guest decide to leave the property prematurely, the Owner or the Property Manager are authorized to refund the deposit to the Guest by post (less any deductions for damages or any additional expenses), and only after having checked the inventory and the property in question.

The Guest agrees to indemnify Owner for any damages to the dwelling or grounds and to furnishings, caused by negligence of the Guest or any member of his/her party that occur during the guests stay. If the Guest's credit card is charged for reasons above, a copy of the charge with appropriate documentation will be forwarded within 30 days of departure.

## **Refunds**

No refunds will be given for cancellations or interruption due to inclement weather or illness. The Owner strongly advises all Guests to consider insurance needs in relation to travel, accident, medical and personal cover. The Owner cannot accept liability for any accident, injury, loss or damage sustained by the Guests.

Once the Guests have checked into the property, no refund will be made for early checkouts.

The Owner reserve the absolute right to require any individual to vacate the villa for disruptive behavior without any refund.

### **Additional Services**

For extra services the request must be made to the Owner upon confirmation. Requests made after booking are subject to availability. Payment is due in full upon arrival to the Owner or the Property Manager. Cancellations of extra services must be done no later than one month prior to arrival.

### **Lock Outs**

There will be a €50.00 charge for anyone who locks themselves out of a unit and requires additional keys made for re-entry. The fee will be deducted from the Accidental Damage Deposit.

### **Pets**

The Guest is obliged to advise the Owner at the time of booking if they are bringing any pets and must notify the number and size. Pets are admitted only under request. It is compulsory for the Guest to supervise pet(s) within the communal areas of the villa. Any non-authorized pets allow the Owner to terminate both guest's occupancy of the villa and the reservation. The Guests will also forfeit all the rent and the Accidental Damage Deposit as a cleaning fee.

### **Age Requirement**

There must be at least one individual 25 years of age who will occupy the property during the entire stay or the reservation must be signed and authorized by a parent or legal guardian who will share responsibility for all costs, damages, etc.

### **Property Maintenance by Owner**

The Owner and the Property Manager reserve the right to gain access to the villa, if necessary to undertake indispensable maintenance work (tending to the garden, cleaning the swimming pool, checking equipment, etc.). In the villa becomes unavailable due to maintenance, transfer, or other issue, the Owner reserves the right to cancel the booking and refund the unused portion of the rent.

## **Use of Villa by Guests**

Furnishings of the villa are not to be moved or rearranged by the Guest. The equipment that the villa comes with (umbrellas, tables, chairs, cutlery, etc.) must be returned at the end of the day to their original location.

Window shutters should be closed when guests are not present as sudden gusts of wind could damage them otherwise.

Bed linen cannot be used outside.

Barbecues and external grills should be used with care as they could spark fires during the summer months (the authorities may prohibit their use). They should not be used on pavements in order to avoid stains: in this latter case the Owner is authorized to demand that the Guests reimburse the costs of cleaning the stained surfaces.

The villa is not connected to a public sewage system but to a small private purification unit / septic tank. Therefore, nothing other than normal toilet paper must be flushed down the toilets.

Given that the villa is located in the countryside, the presence of insects is normal and not necessarily a sign of shortcomings in cleanliness or hygiene.

RV's, trailers and boats are not allowed in on the villa property.

The Guests must travel along a small gravel driveway to reach the villa, and although the driveway is normally well maintained by the Owner, adverse weather may damage it. This matter should be understood and acknowledged by the Guests.

## **Swimming Pool**

The swimming pool is not open all the year round (please check before booking), and generally on Fridays in the summer it is closed for a short period in the morning to allow the Owner to undertake weekly maintenance. The pool is not supervised or protected by barriers, which means that the Guests must oversee children themselves. It is forbidden to bring glasses/plates or to eat meals in the swimming pool or to leave inflatable toys or air mattresses in the pool after use. Guests use swimming pools at their own risk. The Guest must also ensure that they comply with the Operating Rules for the Swimming Pool, which are posted by the swimming pool. The Guests hereby expressly exempt the Owner from all liability in the event of an accident.

## **Complaints**

The accommodation is delivered clean and in order. Any complaints regarding the state of the premises will be entertained only if made within 24 hours after arrival. The Guests must leave the accommodation in good condition. Before their departure, Guests must

remove the garbage and clean the kitchen. If the accommodation is not returned in the above condition, the Owner or the Property Manager are authorized to withhold €100 of the Accidental Damage Deposit at the time of departure.

### **Jurisdiction**

In the event of controversies arising from the booking and the rental, Italian law will apply. By agreeing to or signing the booking form and by making the booking, the Guest agrees that they have understood these policies and have accepted them without reserve and without exception. If any of the conditions of this contract have become invalid or were invalid or if in this contract there should be a gap, the other conditions cannot be contested.