

The availability request is not binding and does not constitute a contract for either the Client or Borgo Baccile by Vini Fantini Resort & Winery. The booking request represents an Order Form and, therefore, is binding for the Client but is not binding for Borgo Baccile, which party reserves the right not to accept the booking. The booking confirmation that Borgo Baccile sends to the Client is binding for both parties and constitutes completion of the booking contract. At this point Borgo Baccile undertakes to send an email confirming the booking. All reservations must be reconfirmed via email by accepting the cancellation conditions of the facility. This regulation is an integral part of the booking and is established to guarantee uniform, orderly and peaceful use of the facility. It has a contractual nature between Borgo Baccile and the guest, therefore, the request to stay and the acceptance of such request implies full acceptance of this regulation. Each 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 person in the interest of all, to guarantee the safety of management and public order. The structure is the residence of many guests who have decided to stay there, therefore we ask you to respect it and treat it with care as you would with your own home. Failure to comply with one or more points of this regulation and the rules contained therein may lead to the termination of the contract with related economic and legal consequences arising. The Management, as required by current laws, has the right to expel without notice anyone who does not respect the regulation or behaves in a way that causes damage or disturbance. Our staff will be at the complete disposal of guests for any need, in order to make their 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 pm to 08:00 pm.

If you wish to arrive at a different time, please contact us by phone or e-mail.

If you wish to check in earlier than the scheduled time, we inform you that it is possible to access the common areas of the structure from 11:00 am with a supplement of €50, entry into the room is in any case guaranteed from 03:00 pm onwards.

Check-out: from 07:00 am to 11:00 am.

If you wish to check out in a different time slot than the one previously indicated, please contact us, so that we can manage your request in the best possible way.

We inform you that, after 11:00 am, it is possible to use the common areas of the Resort with a supplement of €50 which will allow you to access the common areas until 02:00 pm.

At the time of check-out the room keys must be returned to the Reception.

If necessary, Borgo Baccile offers its customers a luggage storage.

## Breakfast

Breakfast is served from 07:00 am to 10:00 am in "La vecchia cantina". For a fee, room service is available. For more information, please contact the Reception.

## Poolside service

Borgo Baccile offers its guests, during the high season, the "Poolside" service, active from 12:00 am to 07:00 pm. Please contact reception for the menu.

## Balance

The balance of the payment must be made at the time of check-out through one of the following methods: cash payment or credit/debit card.

Bank transfers or cheques are accepted only as a deposit and can be made within 5 days of your Check-out. Extras requested during your stay will be charged to your accommodation account 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 on the floor of the room only those that the guest wishes to be changed. With your cooperation we will limit the use of water, detergents and electricity. During the stay, the rooms are cleaned from 09:00 onwards. We kindly ask our guests to let us know if they wish to receive daily cleaning via the coupon. To guarantee cleaning, the coupon must be displayed by 11:00.

## Apartments

During your stay, cleaning and linen change is done every 3 days. During your stay, the cleaning of the dwellings is done from 09:00 onwards. We kindly ask our guests to let us know when it will be possible to carry out the cleaning.

For a fee, it is possible to request daily cleaning, contact the Reception to define the price and time of the intervention based on your needs.

## 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.

## Unguarded car parking

The property offers you a large free unattended parking lot. Bar code: 098765 or call +3937163121.

## 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:

- ▶ Only Resort guests are allowed access.
- ▶ The pool can be accessed at the following times: 08:00 – 20:00
- ▶ Given the absence of a lifeguard, access is prohibited to children under 12 and unaccompanied disabled people.
- ▶ The depth of the pool varies from 1.00m to 1.40m.
- ▶ Diving and running on the pool deck is prohibited.
- ▶ It is recommended not to get wet less than three hours after eating a meal.
- ▶ Smoking is prohibited and it is not possible to consume food or drinks on the pool deck.
- ▶ Access to the pool is permitted only after using the shower.
- ▶ Freediving is prohibited.
- ▶ It is forbidden to bring animals.
- ▶ The use of a swimming cap is mandatory.
- ▶ It is forbidden to bring bottles, glass objects and other objects not strictly related to swimming into the pool.
- ▶ Swimming is prohibited in particularly adverse weather conditions.
- ▶ People in an altered psychophysical state (drunkenness, alterations from drugs, etc.) or even in evident precarious health conditions, such as to represent a risk to the safety of the subject himself, are prohibited from entering the pool

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.