

# **Internal Regulations of the Agritourism** **“Cascina Tavolette”**

## **1. THE REGULATION**

**1.1** The "Cascina Tavolette" Agritourism has established and adopted this internal Regulation to ensure that all individuals staying at the facility (hereinafter referred to as "Guests") use and experience the Agritourism structures in a uniform, orderly, peaceful, and serene manner. The Agritourism premises must be used exclusively for the purposes specified in this Regulation. In particular, it is prohibited to transfer, in whole or in part, including free of charge, the rented premises to anyone, including relatives and friends. Additionally, in accordance with Article 109 of the T.U.L.P.S. (Consolidated Law on Public Security), it is strictly forbidden to allow unauthorized persons, including temporarily, access to the structure, except in the case of medical personnel for emergency situations. Any unauthorized persons found inside the facility will be reported to the relevant Public Security authorities.

**1.2** This Regulation constitutes a contractual agreement between the "Cascina Tavolette" Agritourism and the Guest. By submitting the reservation, the Guest confirms that they have read and accepted all the provisions and requirements contained in this Regulation, which forms an integral and essential part of the hospitality contract.

**1.3** A copy of this Regulation is available on the "Cascina Tavolette" Agritourism website, at the reception, and in each apartment of the agritourism facility.

**1.4** The Regulation is available in Italian, English, French, German and Spanish. In case of discrepancies in translation, the original Italian version will prevail.

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## **2. RESERVATION AND ACCEPTANCE (CHECK-IN)**

**2.1** At the time of booking, or at least 24 hours before the scheduled arrival date, the Guest is required to upload or send a valid identity document or passport for themselves and all accompanying guests who will be staying. The submission of the required documents is a mandatory condition to access the service. If this is not done within the specified period, access to the facility will be denied, and the amount already paid for the stay will be retained.

**2.2** The apartments at the "Cascina Tavolette" Agritourism are available from 3:00 PM to 10:00 PM on the day of arrival and must be vacated by 10:00 AM on the day of departure.

**2.3** The stay rates are per day, regardless of the time of arrival and entry into the structure.

**2.4** Guests are strongly advised to inform the Agritourism of their expected arrival time, preferably with at least 24 hours' notice, to allow the facility to manage check-ins in an orderly manner.

**2.5** Any arrivals outside the hours specified in point 2.2 must be communicated and agreed upon with the facility in advance and may incur an additional charge.

**2.6** Payments can be made by credit card, debit card, or cash (Euro), provided it is permitted by current Italian legislation. Payments by check are not accepted.

**2.7** The hours mentioned refer to the time zone of Rome, Paris, and Berlin (UTC +01:00).

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### **3. DEPARTURE (CHECK-OUT)**

**3.1** On the day of departure, the apartments must be vacated by 10:00 AM (UTC +01:00) at the latest, and the keys must be returned.

**3.2** After the keys are returned, the Agriturismo staff will inspect the apartment to check its condition. If the apartment is left in poor condition, for example, if the guest has failed to wash the dishes and/or dispose of waste in the appropriate bins, and a more thorough cleaning is required, a penalty of €50.00 (fifty/00) will be charged.

**3.3** Any extra charges must be settled upon departure. The payment methods accepted are those specified in point 2.6 of this Regulation.

**3.4** If the apartment is not vacated by the scheduled time mentioned in point 3.1, an additional charge of €10.00 (ten/00) will be applied for each subsequent hour (any fraction of more than thirty minutes is considered as a full hour). After 1:00 PM (UTC +01:00), the full daily rate will be charged according to the current rate.

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### **4. MINORS**

**4.1** Minors – defined by Italian law as any person with an age inferior to 18 – who are not accompanied by an adult will not be accepted at the Agriturismo.

**4.2** For minors who are accompanied, the parents or legal guardians are responsible for the actions of the minors within the Agriturismo facility. They must supervise them and ensure that the minors behave in an educated and respectful manner towards others (other guests, staff, etc.), particularly respecting the quiet hours and the proper use of bathrooms, furniture, and equipment provided by the facility.

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### **5. VEHICLES – MOTORCYCLES – BICYCLES**

**5.1** Guests' vehicles and/or motorcycles must park in the unguarded parking area reserved for them within the Agriturismo premises. Access and parking of vehicles, motorcycles, and bicycles not previously authorized is prohibited throughout the Agriturismo. "Cascina Tavolette" Agriturismo is not responsible for the loss of objects and/or valuables left unattended, nor for any damage or theft of parked vehicles.

**5.2** Each apartment has a designated parking space, marked with the corresponding identification number. It is prohibited to lean bicycles against walls or outside the designated area.

**5.3** The parking areas are shown in the Agritourism "Cascina Tavolette" layout available inside each apartment.

**5.4** Parking in front of the Agritourism entrance is allowed only for loading and unloading. Guests must ensure that their vehicle engine is turned off during these operations.

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## **6. PETS**

**6.1** Guests' pets are welcome at "Cascina Tavolette" Agritourism, provided that their presence is communicated at the time of booking, specifying the type and size of the pet, and the presence of the pet is authorized by the facility. Failure to provide prior notice/request approval will incur a penalty of €100.00 (one hundred/00).

**6.2** The stay of pets is free of charge, except for a cleaning fee of €9.90 (nine/90) per animal for cleaning the apartment at the end of the stay.

**6.3** Guests who bring pets are responsible for them. They must supervise and control their pets, ensuring that they do not disturb other guests and/or staff or cause damage to people and/or property. The Management reserves the right to request compensation for any damages or disturbances caused.

**6.4** Dogs must always be kept on a leash and muzzled.

**6.5** In any case, reptiles, exotic pets, dangerous animals, and any pets not in compliance with current health regulations are not allowed.

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## **7. FURNITURE AND AMENITIES**

**7.1** All apartments at "Cascina Tavolette" Agritourism are furnished and equipped with a television, Wi-Fi, heating, and air conditioning systems.

**7.2** Each apartment has a fully equipped kitchen, complete with appliances and crockery. The list and quantity of crockery can be found in the inventory available inside each apartment. The guest is required to check the completeness and functionality of the apartment's amenities within two hours of arrival and to promptly report any issues or missing items to the facility, and in any case, within the same timeframe. If no report is made, the apartment will be considered in suitable condition.

**7.3** Each apartment has a bathroom with a shower and all necessary sanitary fixtures. A hairdryer is also provided in each apartment.

**7.4** Each apartment is equipped with bed linen, blankets, towels, and household linen.

**7.5** After the guest's departure, the Agritourism staff will inspect the apartment to verify that there has been no damage to the furniture or any missing amenities. Any damages and/or missing items will be charged to the guest at their current market value.

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## **8. WIFI – INTERNET BROWSING**

**8.1** "Cascina Tavolette" Agritourism offers free Wi-Fi access to guests in each apartment and in common areas.

**8.2** The use of Wi-Fi and internet browsing is under the personal responsibility of each guest.

**8.3** In any case, it is not allowed to use the Wi-Fi network for:

- Distributing, viewing, and/or downloading spam, viruses, or illegal software;
- Visiting websites of an offensive, defamatory, pornographic, or pedo-pornographic nature, or that are vulgar, obscene, blasphemous, or contrary to public order and good morals;
- Violating legal regulations, including those relating to copyright law, personal data processing, and/or intellectual property;
- Engaging in illegal, threatening, defamatory, fraudulent, or illicit practices.

**8.4** The use of the Wi-Fi network is at the guest's own risk, and it is advised to use an antivirus program, firewall, and VPN. By accessing the Wi-Fi network of the facility, the guest acknowledges the potential threats of the network and releases "Cascina Tavolette" from any damage or inconvenience, including, but not limited to, those caused by cyberattacks (e.g., man-in-the-middle attacks), malware, and phishing.

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## **9. UTILITIES**

**9.1** Guests are advised not to waste electricity and water and to adopt responsible behaviors. Specifically, guests are encouraged to turn off taps, report any leaks, avoid leaving lights on when absent, and ensure windows are not open while the heating or air conditioning is on.

**9.2** In the event of excessive consumption, beyond reasonable limits, the facility reserves the right to charge the guest for the difference.

**9.3** The facility's water undergoes advanced purification and potabilization processes in strict adherence to current regulations, ensuring it is fully safe and suitable for its designated uses. However, consumption as drinking water is not recommended. For additional information, Guests are encouraged to send an email to [info@cascinatavolette.com](mailto:info@cascinatavolette.com).

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## **10. CLEANING**

**10.1** The cleaning of the apartments is performed daily, while bed linen is changed every three nights or at the end of each stay, after the guest's departure.

**10.2** Any additional cleaning services during the stay, as well as requests for changes to bed linen, bath towels, or household linen, must be arranged in advance with the facility and will incur a charge of €50.00 (fifty/00) per intervention.

**10.3** Guests are requested not to throw items that may block drainage pipes into the toilets, showers, rainwater drains, or any other plumbing. Any blockages caused by improper use will incur a flat-rate charge of €300.00 (three hundred/00), in addition to compensation for any further damage caused.

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## **11. SEPARATE WASTE COLLECTION**

**11.1** Guests are informed that in the Municipality of Pralboino, waste separation is practiced.

**11.2** In each apartment, guests will find designated containers with bags for waste separation.

**11.3** It is strictly prohibited to leave and/or scatter waste in the common areas and spaces.

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## **12. USE OF THE ELEVATOR**

**12.1** There is an elevator in the main building of "Cascina Tavollette" Agriturismo. Its use is regulated by the rules displayed on the notice inside the cabin.

**12.2** The use of the elevator by minors is only allowed if accompanied by an adult.

**12.3** The elevator must only be used for its intended purpose, respecting the limits on the number of people and weight, as specified inside the facility. It is prohibited to use the elevator if one is unfamiliar with its operation. It is also forbidden to hold the elevator, even temporarily, at any floor.

**12.4** Whenever possible, it is recommended to avoid using the elevator at night and during quiet hours.

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## **13. GUEST BEHAVIOR**

**13.1** Guests are required to observe good neighborly conduct, showing mutual tolerance, and comply with the environmental regulations in force. It is not allowed to install fixed objects or fixtures in the walls, nor to introduce, in general, any changes without prior authorization.

**13.2** Smoking and/or vaping are strictly prohibited inside the "Cascina Tavollette" Agriturismo. This prohibition also applies to the balconies/terraces on the second floor and in common areas. Smoking is only allowed outdoors. Cigarette butts must be properly disposed of in designated containers, as well as lighters, plastic materials, etc. Guests are kindly requested to be extremely careful not to discard lit cigarette butts that could cause fires. Violation of this prohibition, even upon inspection after check-out as described in point 3.2, will result in a special cleaning of the apartment and a non-refundable penalty of €250.00 (two hundred and fifty/00), as well as possible removal from the

property at the sole discretion of the management, with no right to refund amounts already paid, except for compensation for any further damage or harm caused.

**13.3** It is forbidden to bring and/or keep hazardous materials, flammable substances, weapons, ammunition, or substances harmful to health inside any room and/or area, including outdoor spaces, and to use illegal drugs and/or light fires. Barbecues and/or grilling are explicitly prohibited on the balconies/terraces on the second floor of the building.

**13.4** It is not allowed to place anything on window sills or railings without prior authorization, nor to hang or dry any kind of clothing, linen, or shoes. It is also prohibited to leave strollers, pushchairs, suitcases, or anything else that may obstruct passage in common areas and on stairs.

**13.5** The use of musical instruments, including electric and/or electronic ones, is not allowed inside the apartments.

**13.6** Guests are not allowed to stay at "Cascina Tavolette" Agriturismo to commit any actions contrary to public order, good morals, or public decency.

**13.7** Guests are kindly requested to respect quiet hours from 10:00 PM to 8:00 AM and from 2:00 PM to 4:00 PM (UTC + 01:00). Outside of these hours, sound intensity must be kept at a level that does not disturb other guests.

**13.8** Guests are invited to dress decently and respectfully in common areas and outdoor spaces, and to ensure that the entrance door is always properly closed, especially during the night.

**13.9** In case of loss of keys or remote controls for the air conditioning or television, a penalty of €50.00 (fifty/00) will be applied, to be paid before departure.

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## **14. EMERGENCY NUMBERS - ILLNESSES**

**14.1** Emergency contact numbers, particularly for the nearest medical guard and emergency services, are indicated in each apartment and at the reception area.

**14.2** Guests are kindly asked to report any infectious diseases to the facility.

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## **15. RESPONSIBILITY**

**15.1** "Cascina Tavolette" Agriturismo is not responsible for any loss of guests' personal items or valuables, nor for any damage to them.

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## **16. BOOKING CONDITIONS**

**16.1** When making a reservation, the guest is required to provide a credit card for guarantee purposes. The booking systems used by the Agriturismo ensure the protection and privacy of the data provided.

**16.2** The submission of credit card information as per point 16.1 constitutes prior authorization for pre-authorization and/or charging, according to the terms and conditions of the reservation and this Regulation.

**16.3** Failure to provide an adequate guarantee card and/or exceeding the maximum time limit for finalizing the reservation will be considered as a cancellation of the stay request, releasing the facility from any contractual obligation.

**16.4** The facility reserves the right, at its sole discretion, to refuse stay requests.

**16.5** The facility reserves the right, at its sole discretion, to require a minimum stay during certain periods of the year.

**16.6** In case of modification or cancellation of a “refundable” reservation within the allowed time before the arrival date, no charge will be made by the facility. However, any price differences between the original rate and the rate of the new booking will be charged to the Guest.

**16.7** In case of modification or cancellation of a “non-refundable” reservation or a reservation with less than five days' notice, the entire amount of the booking will be charged.

**16.8** Regardless of the type of reservation, in case of early departure, the guest will not be entitled to any refund of the amount already paid for the booked stay.

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## **17. FORGOTTEN ITEMS**

**17.1** Any items forgotten at the "Cascina Tavolette" Agriturismo will be kept for a maximum of ninety days from the date they are found.

**17.2** It is the guest's responsibility to request the return of any forgotten items, providing proof of ownership if necessary.

**17.3** All shipping costs for returning forgotten items are to be paid by the guest.

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## **18. USE OF EXTERNAL SPACES**

**18.1** External spaces and areas are available to guests, as shown in the layout available inside each apartment.

**18.2** The use of external spaces is under the direct responsibility of the individual guest, and the facility is exempt from any liability in this regard.

**18.3** All planted vegetation must be respected when using the external spaces.

**18.4** The use of external spaces by one guest must never prevent or hinder other guests from using them as well.

**18.5** Guests must also observe all behavioral rules set forth in this Regulation when using external spaces.

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## **19. NON-COMPLIANCE WITH THIS REGULATION**

**19.1** Since this Regulation is an integral and substantial part of the accommodation contract entered into between "Cascina Tavolette" Agriturismo and each guest, any violation of these rules constitutes a breach of contract with all legal consequences.

**19.2** In particular, in case of a serious violation causing significant damage to the structure, disturbances, or harassment of other guests, "Cascina Tavolette" Agriturismo reserves the right to remove the guest, even permanently, within three hours and, if necessary, report the incident to the relevant authorities.

**19.3** In case of removal as described in the previous point, the Agriturismo will retain the amount already paid by the guest and may require any additional amounts necessary, including compensation for damages.