

**A warm welcome to your new holiday home in Castiglioni/Pianvecchio!  
Below please find important Information and our general "Home Rules"**

## **MAIN INFORMATION ABOUT YOUR STAY**

Enjoy the spirit of Chianti, but please be aware that you are going to stay in a **Tuscan rural landscape** with rough grounds, brushwood, scrubland, bumps, stone walls, water ponds wells and other sources of unforeseen and unpredictable danger. Take these features into account during your stay.

Enjoy the silence of Chianti, but if you need to be connected to the world, here is our:

**WI-FI NETWORK: Castiglioni WI-FI /Pianvecchio**

**WI-FI PASSWORD: castiglioni123/ pianvecchio123**

We care about your health. That is why **smoking inside the Villa is strictly forbidden!**

To ensure a pleasant stay we provide a **swimming pool, steam bath, yoga chapel, gym and other facilities**. Please use them carefully and at your own risk. Pool and Sport Rules are handed to you, please respect them!

**If you eat or drink outside, please use ONLY the plastic glasses and dishes!**

Please help us to save the environment by **separating the garbage**. You can find the appropriate bins in the kitchen. In order to keep wild animals away from the houses, **please don't leave any food or garbage outside**.

**We will change the linen and the pool towels twice a week and the bath towels daily**. Please help us to save our water resources. Every time you refrain from changing your towel, you save 50 litres of water.

In order to save energy, **please keep doors and windows closed if the air conditioning is on**.

**When opening the windows, please close the mosquito net.**

**Please lock your valuables in the safety box in your room.**

1. Make sure the safe door is unlocked.
2. If not, enter 0000 and press "ENTER". LED displays "OPEN".
3. To "LOCK", enter any 4-6 digit number and press "ENTER".
4. LED displays "CLOSED".
5. To "OPEN", re-enter the same 4-6 digit code and press "ENTER".
6. LED displays "OPEN".
7. When you are leaving, please make sure the safety box is empty and the door stays OPEN!

A buffet breakfast is prepared every morning between 8:30 – 10:30 including eggs, fresh fruit, cheeses, sliced ham or other meats, fresh bread, marmalade, jams, honey, cereal, biscuits, yoghurt, and butter is included and can be served indoors or outdoors. All other meals/arrangements are available on request.

Please inform us of any food allergies or special dietary requirements and we will be happy to accommodate you (vegan, vegetarian, raw, lactose free...).

If you arranged for an **extra-service** i.e. wine tours, dinners, cooking classes, private chef, horse riding, yoga lessons, hairdressing, beauty treatments, pottery, local day-trips or tours, car/vespa rental, truffle hunting, etc..., please remind it to us by showing the the concierge request form or your e-mail sent when booking your accommodation. We can help you arrange those little extras that make a truly memorable holiday!

Please note that some of the accommodations might be also adapted to the needs of people with disabilities or medical conditions, but this information has to conveyed in advance.

Please note that a video surveillance system has been put in operation in the outside area for safety reasons.

## HOUSE RULES

### 1.CARE OF PROPERTY.

All our properties are thoroughly cleaned between each rental period. You are responsible for ensuring that, upon departure, the Property is left in the same condition of cleanliness and repair as found upon arrival. Any extra cleaning, laundry, maintenance and/or rubbish disposal required will be charged against the security deposit. Any loss or damage caused to a Property or any part of its contents directly or indirectly by you or any member of your family or your guests are your exclusive responsibility. If you are aware of any damages, please notify the caretaker immediately so that necessary repairs can be made. Please report also immediately to us and confirm in writing by email of any such damage.

If damages are identified by you and the caretaker during the final inspection of the property, you will be expected to pay for the repairs, which will be deducted from your security deposit. If the caretaker is unable to obtain an estimate, this has be notified to us as quickly as possible, and we will debit your credit card for the amount showed on the receipts for the repairs. In the event of disagreement between you and the caretaker regarding the extent of the damage, please call us immediately.

### 2.PHOTO & VIDEO.

You are requested not to make any commercial use of your photographs taken or video made at the Property in lack of our prior, written authorisation. The relevant policy is included in our Privacy Policy.

### 3.BABYSITTING.

We do understand that many of our clients require these services when taking a holiday. However, in view of the safety, security and suitability concerns which all parents have when sourcing childcare or babysitting providers, clients need themselves to be comfortable with. Please bear in mind that the majority of these providers will not have any official childcare qualifications. Any babysitting or childcare arrangements which you may make with local staff at the Property are entirely at your discretion and falls under your responsibility. We cannot accept any responsibility or liability for such arrangements.

### 4.SWIMMING POOLS AND SPA.

The swimming pools at all our Poperties are open from the first Saturday of May to the last Saturday of October (unless indicated differently). The pool is open from 8:00 – 20:00 hrs. Please note that pool opening dates are subject to local weather conditions and pool maintenance requirements and that cooler months may not be suitable for swimming. The swimming pool using rules are handed to you. Please respect them! Pool towels rentals are included and are changed in the middle of the week.

### 5.BIKE USING CONDITIONS.

Bikes are available subject to availability. The staff will be happy to provide you with the Bicycle Rental Agreement. You are allowed to rent a bike only upon signing of such a document. Please note that you are going to bike in a Tuscan rural landscape with rough grounds, brushwood, scrubland, bumps, stone walls, water ponds wells and other sources of unforeseen and unpredictable danger. Take these features into account during your biking. Biking is not advisable with bad weather conditions.

### 6.PETS.

Pets can only be brought upon request.

### COMPLAINTS.

Should you have any problems during your stay, do not hesitate to contact us immediately by phone or e-mail: villas@carleone.it, or following contact numbers: Angelo: +39 333 783 9186

Please note that we can be contacted from Monday to Friday, 9am to 6pm Italian time, on our office mobile phone: +43 676 83 77 97 77, or via e-mail: villa@carleone.it Failure to do so may reduce a possible right to compensation. Please note that written complaints have to be sent within one week of departure.

## SWIMMING POOL; STEAM BATH; GYM AREA and PLAYGROUND USING RULES

### SWIMMING POOL.

- The Pool area is open daily 08:00hrs to 20:00 hrs.
- Maximum capacity of the facility and maximum limit of bathers (1 per 5 sqm) is 5 m x 12 m (length) and maximum depth is 2,10m.
- Diving is strictly prohibited as it can lead to injury.
- Any person suffering from a known serious medical condition (e.g.heart disease, severe circulation problems, epilepsy or respiratory problems) should not use the swimming Pool.
- Person under the influence of alcohol or drugs will not allowed in the pool or in the surrounding area.
- Swimming during bad weather conditions is strictly forbidden.
- Do not apply any lotion/cream on the body before entering the pool.
- Taking shower before entering the pool is mandatory, and it is also advisable to take bath with soap after leaving the pool.
- Proper swimming costume and a swimming cap is a must for using the swimming pool facilities.
- Children below 14 years must be accompanied by an adult in swimwear.
- Children swimming with inflated teaching aid need strict supervision by the parents.
- Use of an infant life vest is encouraged and are available upon request as per availability.
- No glassware is permitted in the pool area.
- Pool is only for swimming, any other fun play in the pool should be avoided.
- Throwing litter in pool premises is strictly prohibited as it may choke the drainage system of swimming pool.
- Do not wear holy thread, golden chain, rings or other similar thing while swimming.
- Kindly keep all valuables in the lockers provided, our team cannot be held liable for loss of any valuables or other personal property left at the swimming pool premises.
- Do not swim when you are hungry, exhaustive, overheated and for at least an hour after the meal.
- Follow the instructions of the staff on duty at all time for your safety.
- Food and drinks are not permitted on the pool decks.
- Chewing tobacco, pan masala etc... inside the pool premises and the pool area is strictly prohibited for health and safety reasons.
- Walk and do not run in and around the pool facility for your and other safety.
- Our team or owner is not responsible for any loss or damage to any personal property, injury, disability or arising from whatsoever reasons while exercising or playing in the swimming area.

### STEAM BATH.

- The steam bath is open 08:00-20:00 hrs.
- Steam bath with aroma of blossoms. A gentle sauna characterised by a relatively low room temperature (approx. 48°C) with correspondingly higher humidity.
- Those who are pregnant or minors under the age of 16 should not use a steam room. Also, refrain from alcohol or drugs before taking a steam bath.
- Before entering the Hammam, it is good idea to drink a glass of water or a herbal tea avoid dehydration. Next have a warm shower, washing yourself thoroughly with soap and then drying off well.
- The first stage usually from 15-20 minutes.
- Exit the Hammam immediately if you fell at all unwell, or use the emergency red line and contact our Team.
- After leaving the Turkish bath consists of a quick cold shower to invigorate the body.
- It is important to replace lost liquids by drinking water, fruit juice or herbal tea. Taking a Turkish bath on an empty stomach or when you are excessively full, is not recommended.
- You should either sit or recline in the Turkish bat, naked or wearing a towel in either terry or breathable fabrics.
- Anyone who suffers from cardiovascular conditions, excessively high or low blood pressure, kidney or heart problems should avoid the Turkish bath. We recommend everyone has a medical check-up before entering the Hammam. Everyone is using the Turkish bath on his own risk.
- The intake of alcohol, drugs or medication for blood pressure before going into the steam bath is not recommended.
- If you are trying to quit smoking and are wearing nicotine patches, remove them before you enter the steam

bath, as the increased blood circulation will increase your body's absorption of substances.

**GYM AREA SAFETY RULES.**

- Gym room is open 07:00-20:00 hrs.
- Use facilities and equipment at your own risk.
- Please use our gym equipment properly.
- Please use your own or our complimentary towel.
- Food, gum, beverages (except water) and glass items are prohibited.
- Proper closed-toe athletic clean footwear required. (No sandals, boots or floor marking shoes.)
- Return all equipment after use.
- To prevent loss, damage, or personal injury, do not wear jewellery during workouts.
- Our team is not responsible for lost or stolen articles.
- Please report any damaged equipment to our team. Do not use it.
- Anyone found defacing or damaging gym court or equipment will be held financially responsible.

**KIDS PLAYGROUND SAFETY RULES.**

- Use the playground for your own risk.
- Do not use equipment when wet.
- No bare feet, wear proper footwear.
- Children must be supervised by a parent or adult (ages 16 or older) at all times in the play area.
- Play equipment is designed for children ages 6-12. Adults should use caution when using the play equipment.
- Please no food, gum or drinks, glass or alcoholic beverages on the playground.
- Never allow children to stand on the swings, sit around way.
- Only 1 person per swing at a time.
- Please feet first at the slide, and do not jump off slides.

**These rules and regulations are subject to change any time without notice.**

**Last revision date: 01.05.2021. You can follow all information on our website**

**I hereby agree to the above House and Facilities Rules!**

**Guest Name:**.....

**Check-in Date:**..... **Check-out Date:**.....

**Your Tenuta di Carleone Team wishes you an enjoyable stay and peaceful dreams.  
If you have any questions, please don't hesitate to contact us at any time.**

## BICYCLE RENTAL GENERAL AGREEMENT AND POLICIES SAMPLE

### 1. ASSUMPTION OF RISK.

Renter acknowledges that the activities for which the bicycle is designed include inherent dangers, including the risk of bodily injury and/or death. Renter assumes and accepts all risks associated with the use of the bicycle.

The bicycles provided for use are in satisfactory operating condition and the Guests agree to use them at their own risk or call deficiencies to the attention of Tenuta di Carleone bike centre representative.

The use of a bicycle helmet is mandatory according to Italian law when biking on an intercity road, although cyclists aged 16 and over do not have to wear a helmet on an urban road. Please be aware all roads leading up to the Tenuta di Carleone are considered as intercity roads. We always recommend wearing helmet, also on urban roads. Children under 16 are required to use the helmet whenever they ride a bike, according to Italian law.

### 2. ACCEPTABLE USE.

The Guest agrees and acknowledges that he/she will be the sole operator of the bicycle, and will use the bicycle in a careful, safe and conscientious manner. The Guest shall at all times observe and adhere to any rules and guidelines posted by Tenuta di Carleone), and any applicable laws or regulations.

Instruction in the use, assembly and maintenance of bicycles will not be provided and the Owner affirm that they are competent and familiar with the use of a multispeed bicycle.

### 3. PERSONAL INSURANCE.

The Tenuta di Carleone shall not provide any personal accident insurance. We strongly recommend that the Guest shall always carry a personal or travel insurance policy

### 4. PROHIBITED ACTIVITIES.

The Guest shall not violate any of the following rules and regulations during his/her operation of the bicycle:

- No passengers are permitted on the bicycle unless expressly permitted by the Owner in writing prior to use.
- No smoking while on the bicycle.
- No alcoholic beverages, no any drugs are permitted while using the bicycle.
- Respect all traffic regulations.
- Do not park the bicycle in a bicycle-prohibited-zone or a place where it disturbs car or pedestrian traffic. If the bicycle was parked in one of the city's numerous bicycle-prohibited-zones and removed because of this, the fee for recovering the bicycle will be paid by the guest. This penalty fee will not be returned to the Guest even if the bicycle is returned after the fee is paid.
- No modification of the bicycle or its accessories, or otherwise change them from their current state. If a guest has repairs done to the bicycle without the hotel's prior permission, the Tenuta di Carleone shall not bear costs of repairs.
- Discontinue drive the bicycle after noticing that it has a flat tire or some other problem.
- Do not let the bicycle be used by someone else than the person named in the rental list.

### 5. UNSAFE USE.

If at any time the Tenuta di Carleone determines that the Guest has engaged in an unsafe or hazardous use of the bicycle, the Tenuta di Carleone may immediately terminate this Agreement. Upon notification of termination, Guest shall immediately return the bicycle to the designated return area. If the rental is terminated for unsafe or hazardous use, Guest will not be refunded his/her security deposit. the Tenuta di Carleone shall determine, in its sole discretion, whether any behavior or activity is "unsafe or hazardous."

**6. ACCIDENTS.**

If you get involved in an accident while using the bicycle, please report the time, place, cause and circumstances of the accident to the hotel immediately. If necessary, you must also contact the police or carry out any other actions stipulated by law.

The Tenuta di Carleone will assume no responsibility for the accident. If the accident makes it necessary to start an out-of-court mediation process etc., it will be done on the guest's sole responsibility.

In addition, regardless of the above, the hotel may claim compensation from the guest for all damages, even including damages that the hotel has had to compensate to a third party.

**7. USERS LIABILITY.**

The Guest shall assume liability for any and all damage or loss of and to personal property, accident / injury to other persons related to said rental equipment. Operate the rental bike in a manner appropriate to prevailing road and weather conditions. Wear a helmet and other protective clothing. Know the relevant rules of the road and practice safe cycling.

**8. CONDITION OF BYCICLE UPON RETURN.**

The Guest shall return the bicycle to the designated return area clean and in the same condition as it was in when given to the Guest, excepting ordinary wear and tear. The Guest shall be responsible for any damage caused to the bicycle during the accomodation period. The Tenuta di Carleone shall retain any portion (or all) of Guest's security deposit as necessary to cover repairs for such damages. To the extent that damages to the bicycle exceed the amount of the security deposit, the Guest shall be billed by Tenuta di Carleone for the full amount of damages caused by the Guest during the using period, including reasonable attorney's fees.

Individual bike specifications are subject to change based on availability of replacement components.

**I hereby agree to the above rental agreement terms and conditions.**

**Guest Name:**.....

**Check-in Date:**..... **Check-out Date:**.....