

GENERAL TERMS AND CONDITIONS

NATURE OF THE LEASE. The lease has the legal nature of a "Tourist Lease" and is concluded according to the prices advertised on the website. The premises are rented furnished and supplied with linen.

DURATION OF THE LEASE. The maximum duration of the lease in favour of the same client is 4 consecutive weeks, whereas the minimum stay is 5 nights.

RESERVATIONS. Bookings can be made via website/e-mail/phone. Following the booking, Sifi Italia srl will send the customer, by e-mail, confirmation of the booking with the bank details necessary to make the required payment. The reservation shall only be considered confirmed on receipt of the payment within the established time and a copy of the bank transfer made.

TERMS AND METHODS OF PAYMENT. Payments can be made by bank transfer in the following terms: 50% of the list price at the time of booking; the balance of 50% within 45 days before the start of the stay.

For bookings made less than 45 days before the start of the stay, customers must pay the entire rental amount in one lump sum at the time of booking.

CANCELLATIONS AND PENALTIES. The cancellation of the reservation must be communicated by e-mail and will incur a penalty of varying amounts depending on the number of days remaining until the start of the stay:

30% of the total price if made before the 60th day;

60% of the total price if made between the 59th and 30th day;

80% of the total price if made between the 29th and 15th day;

100% of the total price if made after the 15th day.

CHECK-IN AND CHECK-OUT. Check-in times are between 16:00 and 19:00. It is recommended that guests give at least 7 days' notice of their arrival time in order to facilitate check-in.

Upon arrival, identification documents will be requested for all persons participating in the stay in order to register attendance as required by Italian law. The facility manager will hand over the keys to the client.

On the day of departure the premises must be vacated by 10:00 am.

FREE SERVICES. The structure is equipped with air conditioning, WI FI internet connection and swimming pool, the use of which is governed by specific regulations to be consulted on site.

PAYMENT SERVICES. Additional services such as final cleaning or linen change are on request and can be booked up to 30 days prior to arrival. After this deadline, confirmation is subject to availability of the supplier. Payment for these can be made by customers directly on site to the property manager upon arrival.

The costs of heating and electricity will be calculated according to consumption, and payment can be made by the customer directly on site to the property manager upon departure.

ANIMALS. Small animals are allowed. At the time of booking, guests are required to notify any pets they will bring with them, indicating their size.

TOURIST TAX. In accordance with the provisions of Article 4 of Legislative Decree No. 23 of 14 March 2011, a tourist tax must be paid, applied to each overnight stay (i.e. per person and per night) in the amount established by the municipality. The tax may be paid on site.

BEHAVIOURAL REGULATIONS. Guests are kindly requested to observe the behavioural norms in force in our country, with regard to good manners and to show the utmost respect towards the structure in which they are staying.

CIVIL AND GENERAL LIABILITY. In accordance with Italian and European Community law regarding guarantees for guests in the tourist sector and with Regional Law no. 16 of 08/02/1994, Sifi Italia srl has taken out the following insurance: Civil and General Liability.

PERSONAL DATA PROCESSING. Personal data and any other element acquired by the property in the course of the relationship shall be subject to secrecy and shall be processed in compliance with the confidentiality and rights of the individual through the application of appropriate protection and guarantee measures prepared for both paper and electronic data processing and measured according to the specific nature of the data itself (simple personal data or sensitive or judicial data). Personal data shall be processed only for the purposes determined by the contractual relationship for such purposes.

PLACE OF JURISDICTION. Jurisdiction lies with SIFI Italia Srl, domiciled at Piazza Spirito Santo 1, 51100 Pistoia / Italy.

Pistoia, 2024