

GENERAL TERMS AND CONDITIONS

TYPE OF LEASE AGREEMENT. The lease agreement is legally classified as a "tourist rental agreement" and is concluded at the prices indicated on the website. The premises are furnished and equipped with linens.

TERM OF THE RENTAL AGREEMENT. The maximum term of the rental agreement for the same customer is 4 consecutive weeks, while the minimum rental period is 3 nights.

RESERVATIONS. Reservations can be made via the website, email, or phone. After the reservation is made, Sifi Italia srl will send the customer a booking confirmation via email with the bank details required for payment. The reservation is only considered confirmed once payment has been received within the specified timeframe and a copy of the bank transfer is provided.

PAYMENT TERMS AND METHODS. Payments may be made by bank transfer under the following conditions: 50% of the list price at the time of booking; the remaining 50% within 45 days prior to the start of the stay. For bookings made less than 45 days prior to the start of the stay, the customer must pay the entire rental amount in a single lump sum at the time of booking.

CANCELLATIONS AND PENALTIES. Cancellation of the booking must be made via email and will result in a penalty of varying amounts, depending on the number of days remaining until the start of the stay:

30% of the total price if the cancellation is made more than 60 days in advance; 60% of the total price if it is made between 59 and 30 days in advance; 80% of the total price if it is made between 29 and 15 days in advance; 100% of the total price if the cancellation is made 15 days or less in advance.

If you make a new reservation for Casa Nivi at the same time, the amount of the cancellation fee (30% and 60%) may be credited toward the new reservation upon agreement.

CHECK-IN AND CHECK-OUT. Check-in times are between 4:00 PM and 7:00 PM. Guests must notify the **Casa Nivi team** of their approximate arrival time at least 7 days in advance, to facilitate check-in. Upon arrival, all guests staying at casa nivi to register their presence, as required by Italian law. The **casa nivi team** will hand over the keys to the guest. On the day of departure, the premises must be vacated by 10:00 a.m.

ADDITIONAL COSTS: Heating and electricity costs are calculated based on consumption and are paid directly to the **casa nivi team** on-site upon departure.

PETS. Small pets (dogs and cats) are allowed. When booking, guests are required to declare any pets they are bringing, specifying their size. Guests are required to pick up and dispose of pet waste immediately.

TOURIST TAX. Pursuant to Article 4 of Legislative Decree No. 23 of March 14, 2011, a tourist tax is payable at the rate set by the municipality for each overnight stay (i.e., per person per night). The tax can be paid on-site.

RULES OF CONDUCT. Guests are asked to adhere to the standards of conduct applicable in our country and to show the utmost respect for the property where they are staying. Any damage must be reported immediately.

Smoking is prohibited indoors.

For safety reasons, glassware (glasses and bottles) is strictly prohibited in the pool area.

CIVIL AND GENERAL LIABILITY. In accordance with Italian and European Union law regarding guarantees for guests in the tourism sector and Regional Law No. 16 of February 8, 1994, SIFI Italia srl has taken out the following insurance: Civil and General Liability.

PROCESSING OF PERSONAL DATA. Personal data and all other information acquired by the real estate agency during the course of the relationship are subject to confidentiality and are processed in compliance with confidentiality requirements and the rights of the individual through the application of appropriate safeguards and security measures, which are designed for both paper-based and electronic data processing and are tailored to the specific nature of the data itself (simple personal data or sensitive or legal data). Personal data will be processed solely for the purposes established by the contractual relationship for such purposes.

JURISDICTION. The place of jurisdiction is SIFI Italia Srl, with registered office at Piazza Spirito Santo 1, 51100 Pistoia, Italy.

Pistoia, 2026 UK