



HOUSE RULES

■ AT ARRIVAL (CHECK-IN from 16h to 18h)

Registration of valid identity card, payment in cash of the city tax and the final cleaning rate, deposit of the breakage deposit.

■ MINORS

Minors have always to be accompanied by at least one adult per villa.

■ SUPERVISION

Minors have to be supervised by the accompanying adults. The landlord is not liable for any kind of accidents.

■ VISITORS

It is not permitted to host friends or other guests who are not registered and not paying, even if the maximum capacity of the villa is not reached. Clear with the landlord.

■ ANIMALS

Generally animals are not allowed. There can be exceptions which however must be authorized by the landlord in written form and against payment before arrival. If dogs are carried with You, walk them out regularly and outside of your private garden or the common used properties of the residence which must be kept clean. Dogs must be kept on the leash (no running around).

■ POOL and POOL-AREA

It is not allowed to walk with dirty shoes in the pool area as well as to eat or drink in the pool area/on the pool. During the maintenance periods (usually on Saturday from 8 – 12h) the pool cannot be used. Please respect the rest periods: the pool should not be used before 9h , between 12.30 and 14 h and after 19.00h

■ SUNSHADES

If you are absent or not use the sunshades, keep them closed and leashed. Strong, unexpected winds can often happen.

■ SMOKERS

The villas are not-smoking villas. Also electronic cigarettes have to be avoided inside the house. Smoking is forbidden also in commonly used areas as e.g. the pool.

■ REST PERIODS

Between 22h and 8h as well as between 12.30h and 14h the rest period has to be respected.

■ CELEBRATIONS/PARTIES

It is not allowed to organize celebrations/parties or to listen to music at high volume.

■ PARKPLATZ

Each villa has its own double garage (max. 2 middle sized cars). Parking space also outside the villas for higher dimensions. Keep garages closed.

■ RESPONSABILITY FOR THEFT OR DAMAGES

The landlord does not respond to thefts. For any damage, theft or destruction of belongings to the villa it is the tenant to be responsible and the relative amount will be deducted from the breakage deposit.

■ IMAGE OF THE RESIDENCE

Guests are requested NOT to put cloths, bathing suits or towels on the windows or balconies. It is forbidden to gather garbage outside of the villa/entrance/garage. The guests are requested to differentiate the garbage following the rules of the city of San Zeno di Montagna and put it inside the relative bins at disposal on the parking area.

■ PRESENCE IN THE VILLAS

All people which are present in the villas have to be communicated to the landlord for registration (and eventually surcharge)

■ CHECK-OUT (8.30h – 10.00h)

The villa has to be left in order and free of garbage or any food/beverages. Plates and cutlery as well as glasses have to be cleaned and be put in order in the cupboard at check-out. Interiors, sunchairs, cushions must be at the same place as where they have been at arrival.



Rules for booking and storno (withdrawal)

Down Payment:

30% of the rental amount (not including other fees such as e.g. final cleaning) via bank transfer (SEPA) within 3 working days or via credit card payment (Mastercards, Visa). In case of credit card payments list prices will be applied (no individual discounts possible).

Final Payment (saldo):

Until the 45th day before arrival day via SEPA-bank transfer or via credit card payment (Mastercard, Visa). In case of lacking payment the booking is considered as cancelled and the reserved period will be set available.

At arrival:

Payment in cash of final cleaning fees (actually 200€/stay) as well as for the city tax (in 2020: 0,80€ per person and night, applied for persons > 14 years and not handicapped). City tax will be applied following the rules of the authorities which will be valid in the current year of the stay

Breakage deposit:

Latest 14 days before arrival, a security deposit of 500 € has to be authorized by the credit card of the tenant (pre-authorization, no charging). No self-checkin possible in lack of security deposit. The pre-authorization on the credit card will be cancelled latest 8 days after checkout if no damage has been noticed.

Other costs (consumption):

Electricity and water consumption are inclusive
Consumption of liquid gas over an amount of 20€/week will separately be charged.
The actual fee for liquid gas is 4 €/ m3. Own gas counter per villa.

Withdrawal of booking:

The advance payment (min 30% of the rental amount) is not refundable. In case of withdrawals of the contract between 46 and 31 days before arrival date, 50% of the rental amount will be kept, starting the 30th day before arrival date, all payments will be kept. It is highly recommended to underwrite a travel insurance.
COVID-19: In case transit to Italy is explicitly forbidden by the home country of the tourist (travel warnings are not part of this), all (100%) of the payments done will be converted into a voucher which then can be used up to 18 months after the originally planned travel date, always in case of a 7 nights minimum stay and that availability is given.

Extra charges:

6th person in baby cot: 15€/night; to be applied only if child is not yet 3 years old at day of arrival (cot, high stool and changing mat are at disposal).
At no time it is allowed to host more or others than the booked and registered visitors. The breakage deposit can be used as penalty in this case.
More than 5 guests per villa (max 6 guests possible) have to be authorized before arrival by the Direction and the extra charge (to be requested separately at the direction) has to be paid at arrival.