

RESERVATIONS AND CONFIRMATION

Reservations can be made either by phone or via email. Once availability is confirmed, we will send you a reply email with the necessary information to confirm the reservation.

Reservations can be made with a credit card (Mastercard, Visa, Diners, American Express), bank transfer, or PayPal.

From the moment the reservation is accepted, in the event of cancellation by the client, cancellation penalties will apply (unless otherwise agreed), as indicated below.

Reservation of multiple apartments

If a group of families reserves more than one apartment, a deposit will be required for each individual apartment or room. In the event that only one apartment is canceled, the deposit for that apartment cannot be deducted from the stay of the other confirmed reservations.

Check-in and Self Check-in

Monday – Friday from 8:00 AM to 12:00 PM and from 1:00 PM to 5:00 PM on the day of arrival.

If arriving at times and days different from those indicated at the time of booking, please notify us in advance.

A valid personal ID is required.

Late arrival does not entitle you to any refund.

After 24 hours of delay from the scheduled arrival time, if no communication is received, management may freely decide to cancel the entire reservation.

With advance electronic payment, self-check-in is possible. Upon arrival at the property, guests will find the appropriate keys inside a security box. The combination to the box and all necessary instructions will be provided in the reservation confirmation email. It will be necessary to send a copy of your ID in advance via email.

Check-out and Self Check-out

By 10:00 AM on the day of departure. Self check-out can be arranged with management.

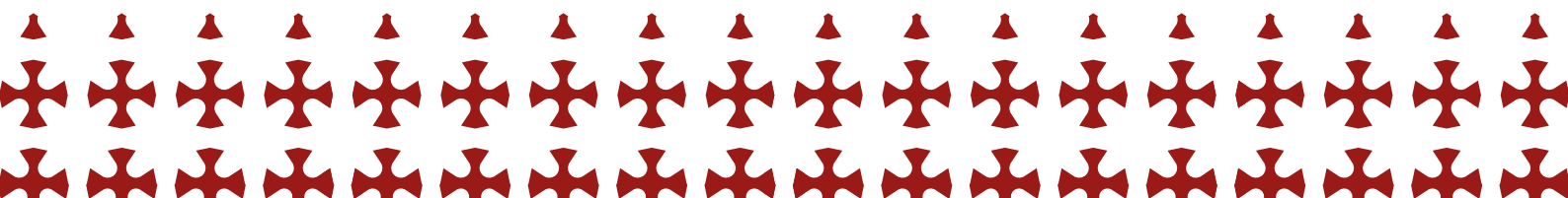
Please do not leave food or drinks inside the apartment.

It would be appreciated if the trash bag is closed and placed near the front door.

If you need to stay longer, please notify us in advance to allow for the smooth running of our activities.

In case of extending your stay, and subject to availability, the additional charge is €20.00 per room for stays beyond 10:00 AM. After 6:00 PM, the cost of an overnight stay will be charged.

Early departure does not entitle you to any refund.



PAYMENTS

The balance for the stay will be paid at the time of booking.

The payment methods accepted at our property are:

credit cards (Mastercard, Visa, Diners, American Express);

bank transfer.

Any multiple or special invoicing requests must be made the day before departure.

Tourist Tax

The Municipality of Greve in Chianti has instituted a tourist tax. The tax is applied to overnight stays by non-residents in the Municipality of Greve in Chianti for a maximum of 7 consecutive nights. The tax rate for this accommodation is €1.50 per person per night.

Exemptions from this tax include minors up to the age of fourteen and other categories, which you can find indicated at this link: <https://greve-in-chianti.imposta-soggiorno.it/>

Please deliver the full amount of the tax for the entire group to the reception upon check-out.

We are confident in the courtesy and cooperation of all our esteemed guests.

CANCELLATION POLICY

Cancellation of the reservation must be made exclusively via email; other methods are considered unsuitable and will therefore not be accepted.

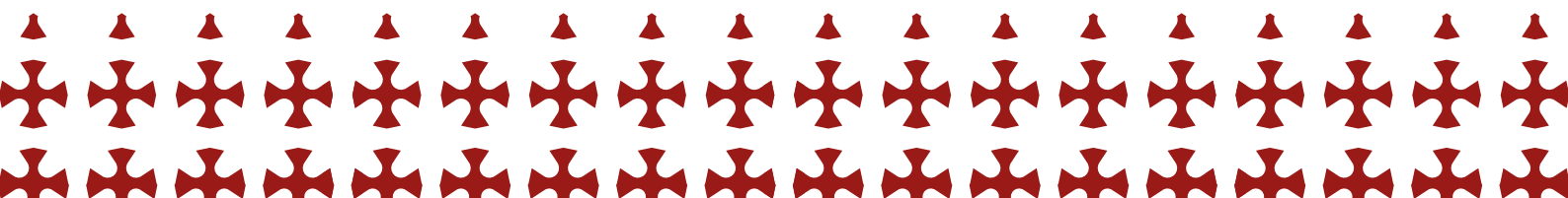
Cancellation Penalties

Cancellations will be subject to the following penalties:

- A) Up to 15 days before the arrival date, 100% of the total booked stay will be refunded to the credit card;
- C) From 14 days to 8 days before the arrival date, 50% of the total booked stay will be refunded to the credit card;
- D) From 7 days before the arrival date, no amount will be refunded;
- E) In case of "no show" or early departure, no amount will be refunded.

PROCESSING OF PERSONAL DATA

The data processed by our Company as the Data Controller will be subject to confidentiality obligations and will be processed in compliance with the privacy and rights of individuals through the systematic application of appropriate protective measures, both for paper, electronic, and telematic data processing, tailored to the specific nature of the data itself (simple personal data or data belonging to particular categories or judicial data).



Pursuant to and for the purposes of EU Regulation 2016/679, the Client is informed that their personal data will only be processed for purposes determined by the contractual relationship for those purposes (including accounting and administrative purposes as well as provisions issued by Authorities authorized by law).

WELCOME INSTRUCTIONS

The Reception, located at our offices in via Palaia, 39, is open from Monday to Friday, from 8:00 AM to 12:00 PM and from 1:00 PM to 5:00 PM.

Upon arrival, each guest is requested to go to the Reception to present a valid ID and complete all administrative and bureaucratic formalities.

If the expected arrival time is different from those indicated above, please notify us in advance by email.

In case of unforeseen events or if you cannot reach the property at the communicated time, you can contact a manager by calling +39 055 85 80 03 or sending an email to lamadonnina@triacca.com.

RULES OF CONDUCT

Room Cleaning

Service on request, by arrangement with the management. A supplementary fee will be applied.

TV Volume

Guests are kindly requested to keep the television and any music systems at a volume that respects the peace and harmony of the environment, especially during rest hours: from 2:00 PM to 4:00 PM and from 11:00 PM to 9:00 AM.

Internet

Internet access is available. Wi-Fi is free and available throughout the agriturismo.

Keys

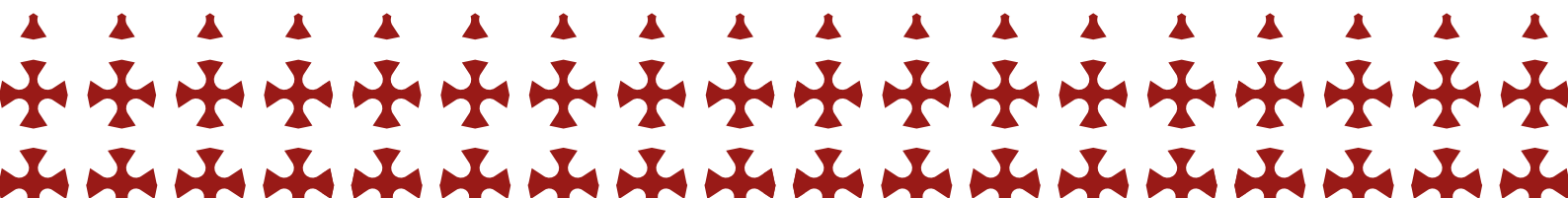
In case of loss, the cost of replacing the lock will be charged.

Theft and Loss

The management is not responsible for theft or loss of items left unattended within the property.

Parking

The parking lot is not guarded: although there are no particular risks for your vehicles, we recommend, for added security, to lock your cars.



Pets

Small dogs, cats, parrots, rabbits, and other pets are always welcome at our agriturismo, but they are not allowed on sofas and beds! In any case, out of respect for other guests, hygiene and safety regulations, access to the pool area is not allowed, and animals must be kept on a leash near the apartments.

Smoking

Smoking is strictly prohibited inside the apartments.

Waste Sorting

The agriturismo practices waste sorting. Guests are asked to use the appropriate containers.

Extra Heating Appliances and Open Flames

It is forbidden to use extra heating appliances, irons, and open flames in the rooms.

Heating

The heating system is set to an ideal temperature in compliance with current regulations. The temperature can be adjusted by turning the thermostat.

To avoid excessive consumption and for better functionality, please ensure that doors and windows remain closed while the system is running, especially in your absence.

Dishes

Guests are requested not to leave dishes outside the apartments and to store them in the respective apartment after any communal meals.

A kettle/teapot is available in the apartments.

Extra Beds and Cribs

With sufficient notice, it is possible to provide extra beds or cribs.

****Reporting Breakages****

Guests are kindly requested to report any accidental breakages caused during their stay.

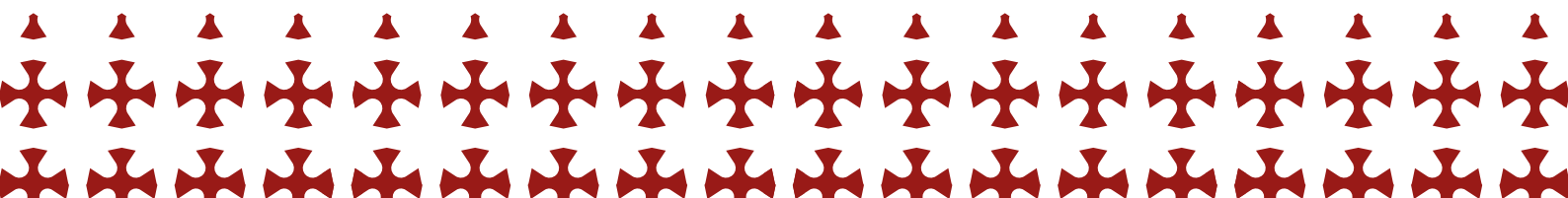
Breakages will be charged at cost price.

****Reporting Malfunctions and Inconveniences****

Prompt reporting of malfunctions or other inconveniences will be greatly appreciated and will help us improve our services.

****For the Respect of All****

We invite our guests to adopt behavior that respects the peace and relaxation of other clients, especially during daytime and nighttime rest hours.



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Italia



lamadonnina@triacca.com
+39 055 85 80 03
www.triacca.com

Guests are required to respect the environments, equipment, and furnishings found in the agriturismo.

It is forbidden to bring strangers into the rooms or common areas of the agriturismo, unless agreed upon.

We also ask you to be respectful of the environment, animals, and to minimize waste.

Some areas of the property are off-limits or closed; for everyone's safety, please respect the no-entry signs.

Children within the agriturismo must ALWAYS be accompanied by a responsible adult; the Management declines all responsibility for accidents involving unattended children.

The Management reserves the right to request compensation for any damage to animals, plants, objects, furnishings, and equipment.

