



General guidelines:

- These regulations are considered tacitly accepted upon confirmation of the reservation. They are also available on our website.
- Failure to comply with the regulations, additional directives from management, or common rules of civil coexistence may result in the offender being removed from the premises, who will still be required to pay for the entire stay booked.
- The personnel are obligated to enforce the rules.

Check-in and Check-out:

- Check-in is scheduled after 15:00, while check-out must be completed by 11:00.
- Please inform us promptly of any changes to your arrival or departure times.
- Upon arrival, guests are required to present a valid identification document thus the manager must complete the registration process and notify the police authorities of their presence.
- Those wishing to delay their check-out beyond the designated time may do so only with prior authorization from the management, which may incur an additional fee.
- In the case of an early departure, the guest will be required to pay for the entire booked stay unless a different arrangement has been made with the manager.

Access to the facility:

- The apartment is designed for a maximum number of guests. Accommodating more people than agreed upon is not allowed.
- No one may enter the premises without prior registration.
- The manager has the right to access the apartment, even without prior notice, in cases requiring immediate intervention.
- The minimum age to rent an apartment is 18 years.

No smoking:

- Smoking is strictly prohibited inside the apartment.

Pets:

- Pets are allowed, with a maximum of 2 animals per apartment.
- Dogs must be kept on a leash in the common areas of the building.
- Pets should not be left unattended in the apartment for long periods of time.
- Any waste must be collected immediately and disposed of properly.
- Pets must not disturb other guests.
- In the event of damage caused by pets, a repair fee will be charged.

Disturbing Noises:

- Please respect the peace of other guests and neighbors by avoiding excessive noise.
- The hours between 13:00 and 15:00 and between 23:00 and 7:00 (9:00 on holidays) are considered quiet hours.

Respect of the property:

- Please handle the apartment, its furnishings, equipment, and the entire property with care and respect. Any damages will be charged.
- At the end of the stay, the amount of the security deposit provided by the guest will be used to cover the costs of repairing any damages to the apartment, or any shortages attributable to the guest, as well as any additional costs and final cleaning expenses if the guest has not adequately completed this themselves. If the cost of damages or shortages exceeds the security deposit, the guest will also need to pay the difference to the manager.

Cleaning and tidiness:

- Please keep the apartment clean and tidy, and sort waste according to the provided instructions.

Appliances and utilities:

- Turn off lights and appliances when not in use.
- Use air conditioning and heating responsibly and according to the guidelines provided on the website www.agritulatenuta.it/area_riservata;
- Use appliances according to the instructions and guides provided, which are part of these regulations.

Internet and TV:

- Internet access and TV use are provided for legitimate purposes. Do not download illegal or copyrighted content.

Safety:

- Always close the doors and windows when leaving the apartment.
- The guest is responsible for their personal belongings during the stay and must take appropriate precautions to ensure the safety of their belongings.

Emergency:

- The European emergency number (EEN) is 112.

Responsibility:

- Guests are responsible for any items or belongings left in the apartment during their stay.
- Parents (or those legally responsible) are jointly responsible for the actions of their minor children and must supervise them, ensuring they behave politely and respectfully towards others and towards the property.
- The manager disclaims any responsibility and is not obligated to provide any refunds in the event of a suspension of electricity, water, or Wi-Fi services due to issues caused by the utility companies or force majeure.

Local regulations:

- Please adhere to all local laws and regulations.

Communication:

- Please report any issues or requests through the provided contact channels.

Mail and packages:

- The delivery address for mail and packages is Agriturismo LA TENUTA, Via della Selva 27A, 38123 – TRENTO (TN) – ITALY. It is preferable to also specify your apartment number or name.

Parking:

- Each apartment has 1 reserved parking space. For additional vehicles or guests with extra vehicles, there are 6 extra parking spaces available outside the building.
- The use of parking spaces reserved for other apartments is not allowed.
- Guests are responsible for any violations of parking rules and any fines imposed by local authorities.
- The manager is not responsible for any damage or theft occurring in the reserved parking area.
- The parking area is off-limits for ball games and any activities that might damage the cars.

Common areas:

- The occupation and use of common areas are regulated by the manager.

Obligations:

- The guest is required to maintain and safeguard the apartment with due care, carrying out routine maintenance, keeping all areas clean and orderly during the stay, and committing not to modify or alter the property and its contents. At the end of the present contract, the apartment must be returned in the same condition, both physically and legally, as it was received.
- The guest is required to pay the agreed-upon fees on time.
- The guest agrees to review and adhere to the internal regulations and the usage notes for various devices, available at the website www.agriturilatenuita.it/area_riservata.

Supplements:

- Any additional charges will be calculated according to the price list displayed at the property and available on our website.
- Monthly and/or at the end of the stay, the guest is required to reimburse €0.35 for each kWh consumed beyond the monthly agreed electrical consumption limit. Consumption will be quantified based on readings taken by the manager from the energy meters installed in the facility's technical room, and these measurements will be final and binding for determining any additional costs.

Modifications:

- The manager reserves the right to substitute the apartment with another unit of equal standard within the same building for reasons of management, maintenance, structural improvements, or other business needs.
- The manager reserves the right to modify the present regulations at any time, which will be available on the agriturismo's notice board and published on the website at: www.agriturilatenuita.it/area_riservata.