

BORGO FILICAJA – RULES OF THE STRUCTURE

ARRIVALS AND DEPARTURES

- The delivery of the apartment is from **4,00 pm to 6,00 pm**, in the day of the expected arrival. Any late arrival must be communicated to the structure and may cause a max 30 € charge.
- The apartment must be leaved **before 10.00 am**.
- The balance must be paid at the arrival with the settlement of the deposit required.
- At the end of the stay, the customer returns the keys and receives the deposit back after paying any charges and after checking the status of the apartment.
- Early departures than as provided in the booking must be notified in time to the structure.

APARTMENTS

- All properties will be delivered clean and working.
- The guest must provide to the daily reorganization of the apartment and will be responsible for its integrity.
- Before the delivery of the property, the customer will be obliged to wash the dishes, empty the trash and tidy up any furniture moved during the stay.
- The apartment cannot be sub-leased to third parties.
- Equipment and accessories are supplied with sufficient number of people who can be hosted in the apartment located.
- The customer, upon delivery of the house, is required to check all equipment and report any malfunctions or deficiencies within 24 hours.
- Any complaint received at end of stay will not be valid and any faults or deficiencies in the equipment will be charged to the customer.
- The costumers who have special needs, on the equipment, should specify these requirements in the booking form, which will be included where possible.
- The number of people must be indicated at the time of booking and can never exceed the number of beds available.
- For administrative reasons, any visit must be agreed with the structure. Borgo Filicaja reserves the right to charge a daily fee of 50 € maximum for each external guest not anticipated in the booking form, plus the cost of eventually requested linen. The hosting costumer has the full responsibility for the actions of his guest and for any damage caused by the external guest.
- Costumers and guests are required to observe the rules of the structure.

COMMON AREA – PARKING - POOL

- The owner or his representative shall have free access to the property to perform the necessary maintenance (garden, pool, etc.).
- Guests who use the communal barbecue are asked to clean it after use, leaving it ready for the next use. The coal and what is necessary to use the barbecue itself are available to guests, who are still required to verify the sufficient quantities.
- The use of common areas and facilities of Borgo Filicaja (table tennis, football, children games, etc..) must be done by showing respect for other guests, both the times of use that in any noise. We encourage parents to

make sure that their children will behave accordingly. Equipment must be left in the same place and under the same conditions as they are found in.

- Within Borgo Filicaja parking is allowed a vehicle for each apartment. Any different needs must be previously agreed with the structure. Please note that parking is open-air and unguarded.
- It is not allowed inside the apartments bicycles or motorcycles.
- The use of the pool has specific rules:
 - opening hours from 8.00 am to 7,30 pm
 - there is no security staff of the pool
 - it is forbidden to dive
 - for compliance with the swimmers, you cannot use games or equipment of inflatable rubber or other large objects
 - children should use the pool under the supervision of an adult (parent or his appointee)
 - you cannot take glassware or other objects that could pose a hazard near the pool

WASTE SEPARATED COLLECTION

- Borgo Filicaja promotes recycling of household waste. Guests are encouraged to separate trash into four types: Glass, Plastic/PVC, Paper and Composing.
- Borgo Filicaja has provided the structure (apartments and common areas) of the necessary equipment. Specific instructions will be left in the apartment or delivered upon arrival.

LAUNDRY

- The guests have a place to wash clothes and linen. This area includes the washing machine (use with Euro coins) and one to hang out the laundry. Guests cannot use the space in front of the apartment to put out or to dry clothes, swimsuits and more.

OTHERS

- Within Borgo Filicaja animals are not allowed.
- Within Borgo Filicaja you must have a behavior that is respectful of other guests, according to the rules of 'good neighborhood'. In particular, the guests are asked not to make noises in the afternoon (from 2,00 pm to 4,00 pm) and after 11,00 pm.
- Any dispute will be brought before the courts of Florence.