



Dear Guests,

Below we present the Service Charter which is very useful in providing you with an informative guide to the our farmhouse to guarantee you a perfect stay.

The Todisco family will be the point of reference for any assistance during your stay and for any need regarding Agriturismo's services, but also tourist information regarding the area, local events, and demonstrations, tourist-cultural and recreational itineraries



## Reservation

We accept reservations directly from our website ("contact us" or e-mail) and from the main portals (e.g. Booking.com, Expedia.com, Airbnb, Novasol, B&B, Lovely, Agriturismo.it, ...). We promise to respond within 24 hours of your request.

We accept a minimum stay of two nights

## Check in

**From 12.00 to 18.00**

In case of arrivals at a different time than indicated, please communicate in good time if possible the previous day and, in any case, at least 2 hours before.

We require a valid personal document for check-in

## Check out

We kindly ask you to check out no later than 10.00.

If you wish to stay in the facility after check-out you must request it the day before.

It is possible to request same-day luggage storage



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## Payment

Payment by cash, debit card, and credit card is accepted at check-in.

## Cancellation Policy

- Canceled reservations will be subject to penalties as follows:
- up to 7 days before the arrival date no penalty will be applied;
- up to 3 days before the arrival date, a penalty equal to 50% of the entire booked stay will be charged;
- from 2 days before the arrival date, a penalty equal to 100% of the entire booked stay will be charged to the credit card;
- In the event of a "no show" or early departure, a penalty equal to 100% of the entire booked stay will be charged to the credit card.

## Processing of Personal Data

According to art. 13 of EU Regulation 2016/679 and about the information that you will come into possession of, to protect people and other subjects regarding the processing of personal data, we inform you that the data you provide will be used:

1. to fulfill the obligation established by article 109 of the Royal Decree. 18.6.1931 n. 773, which requires us to register and communicate to the Police Headquarters the personal details of the clients accommodated;
2. to fulfill current administrative, accounting, and tax obligations;
3. to carry out the function of receiving messages and telephone calls addressed to you;
4. to speed up the registration procedures in the event of your subsequent stays at our hotel.
5. to send you our promotional messages and updates on rates and offers.

*We also wish to inform you that the provision of your data for the processing referred to in points 1 and 2 is mandatory, and in case of refusal to provide them, we will not be able to host you in our farmhouse.*

*If you wish for the treatments referred to in points 3, 4, and 5 to be carried out, you must instead provide us with your consent (requesting the form from the management). Consent may however be subsequently revoked by objecting to the processing. For any further information, and to assert the rights recognized to you by article 7 of the Privacy Code (Legislative Decree 196/2003), you can contact the Data Controller, in the person of Tommaso Luciano Todisco (owner of the " Agriturismo Tommaso Luciano Todisco).*

*Such data (personal details and contact details, credit and debit card details provided as guarantee and/or settlement, list of services and products requested and purchased, date of arrival and departure) will be processed according to all the measures necessary to guarantee that your data is at secure and adopting all IT security measures to avoid IT theft.*

*If the security of your data is compromised and/or your data is disclosed to third parties, we will inform you promptly.*

*The processing of data provided will cease upon departure.*

*However, if you wish to remain in contact with us and be updated on activities, promotions, and news of our farm, some personal data (e-mail, telephone) may continue to be processed for such updates, unless this consent is explicitly revoked.*



## Privacy

The structure is under video surveillance in the common areas with special signaling and signage

## The main services

### Breakfast

The continental breakfast, sweet and savory, is served in the breakfast room as a buffet from 08.00 to 10.00. We ask you to report any food intolerances or allergies.

### Use of the swimmingpool

It is possible to access the swimming pool from 9.00 am to 7.00 pm.

Entry to unaccompanied minors under the age of 12 is prohibited.

The depth of the pool is half 210cm meters and half from 110cm to 60cm.

It is mandatory to access the pool via the foot bath where there is a shower that must be used before entering the water.

Diving is prohibited.

Shouting is prohibited.

The entry of animals is prohibited. Pushing is prohibited

Running around the pool is prohibited

The use of headphones is required

There is a gazebo for emergency changes

Before accessing it it is necessary to read the Regulations for the use of the swimming pool posted next to the entrance gate.

## Other Services

### Riding lessons with an instructor

Upon reservation in the facility or by telephone (for a fee of €25/hour per person)

### Horse ride

Along routes indicated on the site with an equestrian guide. The ride will only be possible for expert riders, subject to verification by the instructor in our riding stables. (from 50 to 100 € per person, variable based on the type of itinerary)

**Bicycles** (mountain bike) available on request

### Archery

**Sport fishing** on private lake(equipment in not provided)

The structure has an agreement with external services for cycle tourism tours, boat rental also with all-inclusive excursions on Lake Trasimeno, and visits to the cellars along the wine route.



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## More Info

### **Our organic products**

Sale of organic products of our own production (wine and extra virgin olive oil)

### **Volume and quiet**

Kind guests are asked to keep their voices low and the music low for the quiet and harmony of the environment, especially during rest times: from 2.00 pm to 4.00 pm and from 11.00 pm to 9.00 am..

### **Rearrangement of rooms**

Daily room cleaning is not provided.

The replacement of bathroom linen will only be carried out for stays longer than 7 days. We ask you to leave your towels on the floor when you want them to be replaced. The change of sheets will take place on request, always for stays longer than 7 days.

**The Bathroom** are equipped with a courtesy set (soap and shampoo/shower) and a hairdryer

**The Kitchens** are equipped with dishes. Not all apartments are equipped with a dishwasher

### **Laundry**

The apartments do not have a washing machine. A washing machine is available for a fee (self-service).

### **Internet**

Wi-Fi is free and available in all parts of the farmhouse

### **Keys**

The management is not responsible for theft or loss of objects left unattended inside the structure. The room key is given at check-in and is returned at check-out or left inserted in the door externally.

### **Parking**

The parking is free, private, and cordoned off but not guarded, there are no particular risks, however, we still advise you to lock your cars..

### **For everyone's respect:**

- the guest is required to respect the environments, equipment, and furnishings found in the farmhouse;
- smoking is strictly prohibited inside the rooms;
- we also ask you to be respectful of the environment and reduce waste to a minimum (linen, turning off air conditioning, heating, and turning off the lights when you are not in the apartment)..