

# MONTEVERDI

CASTIGLIONCELLO DEL TRINORO

## TUSCANY

### BOUTIQUE HOTEL POLICIES

#### CHECK-IN/CHECK-OUT TIMES:

Check-in: 4:00 p.m.  
Check-out: 11:00 a.m.

Early check-in and late check-out are subject to availability and cannot be guaranteed. No refund is provided for early departures.

#### RATES:

Rates include complimentary, continental breakfast and daily housekeeping. Service charges, gratuities and incidental charges are not included.

#### RESERVATION POLICY:



A credit card and billing address are required for reservations. Your credit card will not be charged until 14 days prior to arrival date. All bookings will be charged, in full, 14 days prior to arrival date.

#### CANCELLATION POLICY:

For cancellations received less than 14 days prior to arrival date by 6:00 p.m. local time (Rome), the entire booking will be charged and becomes non-refundable.

#### INCIDENTALS:

Upon departure, your credit card on file will be charged for incidentals, such as robes, slippers, pool bags, etc. Guests are required to leave their hotel room neat and orderly to avoid additional charges. If the housekeeping staff finds that the hotel room has been left excessively dirty, you may be charged for additional cleaning time at a rate of 50€ hour.

#### CHILDREN:

Children of all ages are welcome at Monteverdi Tuscany. Children (11 years old and under, sharing with parents) can be accommodated in select rooms. Cribs can be added to any room, upon request in advance. Rollaway beds are available upon request in our suites.

#### PETS:

Sadly, your four-legged family members are not permitted to stay in the hotel.

#### SMOKING:

To ensure the highest quality for our guests, Hotel Monteverdi is non-smoking.

#### PARKING:

The parking lot available to customers is not guarded, there is a 24-hour surveillance camera active. The property is not liable for any damage or theft suffered by the cars in the parking lot. Please do not leave any valuable items inside the car. .

#### DAMAGE TO HOTEL PROPERTY:

Any damage to the hotel property or any contents therein by a guest, guest's family or extended guests, must be reported immediately to the management. The full cost of repair and replacement will be the personal responsibility and obligation of the paying guest. Failure to report any damage of hotel property to the management may result in additional penalties.

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### BOUTIQUE HOTEL POLICIES

#### VILLAGE POLICY:

Please remember that while staying at Monteverdi Tuscany, you are part of a Tuscan village which local residents call home. Kindly respect our neighbors by wearing appropriate attire, using reasonable noise control and respecting private properties. In addition, please conclude your outdoor gatherings by 11:00 p.m. so the tranquility of the village is maintained.

#### TRAVEL INSURANCE:

Cancellation and early departures due to inclement weather do not warrant a refund. We highly advise you to consider purchasing travel insurance for your stay. Travel insurance will protect you from weather, health and other problems. It is up to the guest to purchase this insurance.

#### APPLICABLE LAW:

These rules and restrictions and all disputes arising from them will be governed and bound by the laws of Italy.

#### TRAVEL REVIEW SITES:

Nothing is more important to us than the complete satisfaction of each and every guest. We consider the comments of each guest — whether good, bad, private or public — thoroughly and seriously. Our policy, however, is not to respond publicly to a customer's comments whether posted on TripAdvisor or elsewhere. We believe that TripAdvisor and similar platforms are helpful to consumers only if they operate freely, openly and without any input from the owner. We believe strongly in the free exchange of ideas and, therefore, will not interfere or otherwise chill or impede that exchange by posting a response as the 'last word.' Instead, we will let the time, care, expense and attention we devote to our property and guests speak for itself.

#### SAFEKEEPING OF VALUABLES:

The guests are required to keep the money and their belongings of value in the appropriate safes with which each room is equipped. At the reception you can request to deposit items of exceptional value in the safe of the structure. Therefore, any complaints by guests about the alleged disappearance of such items left unattended will not be taken into account by the management.

#### OBJECTS LEFT AFTER DEPARTURE:

Guests are kindly requested, before leaving, to check that objects and clothes are not forgotten in the rooms. The Management of Monteverdi keeps everything found for about 30 days from the date of release of the room. After this period, in the absence by the customer of requests for shipment or recovery by agents, we provide for the elimination of such items or clothing.

Requests for shipments by guests at home must be paid in advance for an amount of € 100.00 plus shipping costs

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## TUSCANY

### BOUTIQUE HOTEL POLICIES

#### AESTHETICS AND THE ENVIRONMENT:

At Monteverdi Tuscany, we have restored and designed each room in a manner that preserves and protects the amazing Tuscan environment. We reclaim and reuse materials like beams, floors, doors and stones that are hundreds of years old and had prior lives centuries ago in farm houses, barns and other buildings throughout the Tuscan countryside. Consistent with the construction techniques since the founding of our village in the 12th century, our walls are several feet thick to keep them naturally warm in winter and cool in summer. This feature was crucial for the peasant farmers who are our ancestors in this place. It is more important today as our environment is exponentially more threatened.

The manner and style in which we have integrated old materials with modernity creates the Monteverdi aesthetic — a simple, striking and unique harmony in which every detail surrounds you with a continuum of beauty that is ancient and modern in the same space, at the same moment in time.

For these reasons we choose not to mar our aesthetic nor harm the environment by filling our rooms with appliances like individual coffee makers or mini-refrigerators.

In addition to pleasing your sense of style and beauty, your comfort is our highest goal. We have a receptionist on duty at all times, 24 hours day, while our concierge service is available between 9:00 a.m. and 8:00 p.m. every day. If at any time you would like a cup of espresso, pot of tea or anything, it will be brought to your room immediately. If you do want your own espresso machine in your room, we will also bring one to you. During one of your adventures through the Tuscan countryside to a vineyard, butcher or cheese shop, you might purchase something to eat and drink in your room. The concierge at our front desk has a refrigerator for storage. You may retrieve your items at any time or they will be brought to your room on demand. Just ring the front desk, literally at any time day or night.

We are so happy that you have chosen to live with us in Tuscany for as long as possible.

Many thanks.

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#### RATES:

Rates include complimentary, continental breakfast, and daily housekeeping. Service charges, gratuities and incidental charges are not included.

Please note that if you are booking a villa for seven or more nights, your rate reflects a discount. If your reservation should change to less than seven nights, you will be charged an increased rate (the daily rate) as the weekly discount will no longer apply.

#### RESERVATION POLICY:



A credit card and billing address are required for reservations. Reservations require a 50% deposit, due at the time of booking and will be charged to your credit card. The remaining balance (50%) will be charged to your credit card one month prior to your arrival date.

#### CANCELLATION POLICY:

Cancellation Policy: For cancellations made between 90 and 31 days of your arrival date, half of the deposit (25% of the villa price) will be refunded.

There are no refunds for cancellations made within one month from arrival date.

50% of your cancellation penalty can be applied to a future rental, if travel occurs within 12 months from original arrival date.

#### INCIDENTALS:

Upon departure, your credit card on file will be charged for incidentals, such as wine from the wine cellar, robes, slippers, pool bags, etc. Guests are required to leave the villa neat and orderly to avoid additional charges. If the housekeeping staff finds that the villa has been left excessively dirty, you may be charged for additional cleaning time at a rate of 50€ per hour.

#### CHILDREN:

Children of all ages are welcome at Monteverdi Tuscany. Children (11 years old and under, sharing with parents) can be accommodated in select rooms. Cribs and rollaway beds can be added to any villa bedroom, upon request.

#### PETS:

Sadly, your four-legged family members are not permitted to stay in the villas.

#### SMOKING:

To ensure the highest quality for our guests, the villas are non-smoking.

#### PARKING:

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