

TERMS AND CONDITIONS FOR THE USE OF THE VILLAS

I the undersigned _____ (hereafter also known as “The Client”), born in _____, on _____, resident in _____, with reference to the stay at villa _____, for the period from _____ to _____, have read the following Terms and Conditions for the use of villas owned and managed by Castiglion del Bosco Hotel srl (hereafter also referred to as “CDBH”):

1. These Terms and Conditions lay down the criteria for the use of villas owned and managed by CDBH.
2. Only Clients and their guests whose presence has been registered by CDBH can access the villas, the swimming pool and related areas. Should the presence of unregistered people be detected, the Client will be required to pay for their whole permanence, according to the listed charges of the relevant day, without prejudice to CDBH’s right to expel people who are not properly registered.
3. The villas cannot be occupied by a number of people (including babies) higher than that mentioned and agreed on in the booking confirmation.
4. The Client making the booking is responsible for providing information on the guests in the villa, relevant for Public Security provisions.
5. The Client making the booking must be well informed about all guests staying with him/her and provide their identity documents for registration.
6. Minors are admitted to the villas, swimming pools and related areas only if accompanied by parents, those who exercise parental authority or adults in charge of them.
7. Clients accept full liability for any damage and/or injury caused by their guests. In the case of these events, CDBH, at its incontestable discretion, will assess damages and the cost of replacement and/or repair; the Client accepts and authorizes the charging of amounts thus established with immediate effect.
8. Clients accept full liability for any damage and/or injury caused by their guests in their quality as employees and/or domestic helpers (e.g. babysitters, housekeepers, personal trainers, mindfulness counsellors, yoga instructors, chefs, etc.). In case of such events, CDBH Management, at its incontestable discretion, will assess damages and the cost of replacement and/or repair; the Client accepts and authorizes the charging of amounts thus established with immediate effect.
9. Pets are allowed only under authorization by CDBH Management and, when admitted, any related liability towards individuals and property rests with the owner.
10. Furniture, furnishings, accessories, dinnerware, appliances and, in general, all items in the villas, swimming pool and related areas must be left in the same faultless state they were received in at the beginning of the stay. It is forbidden to move furniture or change these items’ layout in the villa, swimming pool and related areas unless previously authorized and directly carried out by CDBH staff.



11. Any damages or alteration of any kind detected by Clients and their guests on arrival must be promptly pointed out to CDBH Management within and not later than 24 hours after check-in. Once the 24 hours after check-in period has expired, damages will be charged to the Client.
12. Any malfunctioning or breakage occurring during the stay must be immediately referred to CDBH Management for prompt action. Maintenance and cleaning of the villa, swimming pool and related areas can only be carried out exclusively by CDBH staff.
13. In cases when, in order to restore normal working conditions, extraordinary cleanings of the villa, swimming pool and related areas are necessary, the Client will be charged the amount of 50 Euros per hour for each staff member needed to carry out the service. If the above-mentioned actions cannot be carried out by CDBH staff, and external companies and/or third parties are to be involved, the related costs will be charged to the customer, who authorizes charging with immediate effect.
14. If, at the end of the stay, CDBH should find that, in order to restore normal working conditions, there is the need to carry out maintenance works on the villa, swimming pool and related areas due to intentional wrongdoing or gross negligence on the part of the Client and/or his/her guests, the Client will be charged the amount of 50 Euros per hour, for each staff member needed to carry out the service. If the above-mentioned actions cannot be carried out by CDBH staff, and external companies and/or third parties are to be involved, the related costs will be charged to the customer, who authorizes charging with immediate effect. Should prolonged maintenance actions, as described in this paragraph, do not allow CDBH to rent the villa, the Client will be charged the losses (according to relevant seasonal charges) deriving from the missed rental income for the whole period of unavailability.
15. CDBH reserves the right to go into the villas, swimming pools and related areas without notice, with its own staff or external contractors, in exceptional circumstances like fires, leakages, alarms, etc.
16. In the event of serious damage to systems or structures that require the intervention of professional technicians, the staff or external contractors of CDBH are entitled to go into the villas, swimming pools and related areas even in the absence of customers, in order to promptly solve the problem with the minimum inconvenience possible to Clients and their guests.
17. Preservation, preparation and administration of food and beverages in the villa, swimming pool and related areas is under the sole and exclusive responsibility of the hotel, unless otherwise agreed with and approved by CDBH Management, who reserves the right to charge a fee for assumed loss of earnings.
18. The organization and running of events of any kind is reserved exclusively to CDBH.
19. It is strictly forbidden to cut and/or damage, plants, shrubs, or even branches of existing greenery, dig in the gardens, put nails into trees, throw hot water on plants and gardens or contaminate the ground with detergents and solvents.
20. CDBH is not liable for objects, valuables and other items left in the villas, swimming pools and related areas, neither inside or outside, unless the aforementioned objects, valuables and other items are deposited in the safe-boxes at Reception. CDBH will also not be liable for any damages suffered by Clients' and their guests' cars and/or other vehicles, motorized and not.
21. For surveillance and safety reasons, it is strictly forbidden to have any kind of goods delivered directly to the villa by third parties. Deliveries will be allowed only if agreed and coordinated with CDBH Management.
22. It is strictly forbidden to light fires outside the signposted dedicated areas.
23. The Client acknowledges that swimming pools are for private use and not supervised and that liability for minors and bathers in general rests with him/her.
24. CDBH accepts no liability for damages or injuries deriving from the use of the villa, swimming pool and related areas, nor those that might originate from natural, accidental, unforeseeable or exceptional events.
25. Clients and their guests are required to give their personal details to the staff of CDBH when ask for them.



The undersigned acknowledges that he/she unconditionally accepts all the above-mentioned Terms and Conditions, taking upon himself/herself full liability for any damages caused by him/her or by his/her guests to third parties, the villa, the swimming pool and related areas, as well as full liability for third parties in relation to the behaviour of minors under his/her own parental responsibility or custody so relieving Castiglione del Bosco Hotel srl and its staff from any liability for injuries, accidents and/or damages of any kind that might derive from the use of the villa, swimming pool and related areas.

The Client on his/her own behalf and on behalf of the other guests, acknowledges that COVID-19 is highly contagious, and that although Castiglione del Bosco Hotel Srl (hereafter known as "CDBH") is taking reasonable efforts to mitigate contamination risks, all risks of exposure cannot be fully eliminated. As such, the Client and his/her guests are assuming the inherent risks of exposure to COVID-19 by visiting and/or staying at your property or any other outbuilding. In consideration of the use of the guestroom and/or other CDBH facilities and services, the Client and his/her guests hereby waive and release the property owner, property manager and each of their respective affiliates, subsidiaries and employees from any and all claims, liabilities, damages, actions or costs directly or indirectly arising from or in connection with potential or actual exposure to COVID-19 at your property or any of other CDBH facilities (or at any medical facility or testing center visited subsequently) including, but not limited to, any illness, injury, loss of work, loss of wages, trauma, emotional distress, medical expenses or death suffered in connection therewith.

By signing below, the Client acknowledges, on his/her behalf and on behalf of the other guests, that the Client has informed all guests of these terms, that the guests fully understand the waiver set forth above, and that the Client and each of his/her guests fully accept all risk of exposure to COVID-19 in connection with visiting or staying at your property and its outbuildings.

The Client and his/her guests will respect the national and local regulations in force in Italy for the COVID-19 prevention.

This statement is governed by and shall be construed in accordance with the laws of Italy.

The Client, after a careful and accurate reading of all items of the above Terms and Conditions for the use of the villas, expressly declares to accept all laid down by them.

Place and date _____

Client's signature _____

