

# IL VITIGNO DI DIONISO

## REGULATION

**This Regulation is an integral part of the Booking Form. For everything not explicitly mentioned, reference is made to current regulations, good taste, good manners, and common sense of each individual in the interest of all.**

We are pleased to share with you our regulations, which we invite you to read and follow, in order to avoid causing disturbance or harm to oneself, others, and the surrounding environment.

The regulations are an integral part of the contract between the Management and our valued Guests.

Your cooperation will be essential for a pleasant stay, for the guests first and foremost, for our Agrihotel, as well as for the dedicated staff and Management working here.

For the purpose of harmonious coexistence, we also kindly ask all guests to observe not only the rules dictated by the law but also those dictated by simple common sense and mutual respect.

We are at your complete disposal for any doubts or needs, in order to make your stay as pleasant as possible.

Welcome to Vitigno di Dioniso!

Management

## **GENERAL GUIDELINES:**

- a. The regulations of the accommodation facility "Il Vitigno di Dioniso" in Forio are established to ensure a uniform, orderly, serene, and peaceful use of the facility for everyone. It constitutes a contractual agreement between "Il Vitigno di Dioniso" (hereinafter referred to as "Facility" or "Agrihotel") and the Guest (hereinafter also referred to as "Client"). Therefore, the request to stay in the facility and the acceptance of such a request imply the total acceptance of these regulations.
- b. All guests are required to respect the Internal Regulations of the Accommodation Facility, which can always be consulted at the reception of the facility and on the website [www.ilvitignodidioniso.it](http://www.ilvitignodidioniso.it).
- c. Non-compliance with the Regulations and additional directives from the Management may result in the removal of the offender from the Facility and the reporting of the incident to all national and international tourism organizations, and also to the Public Authorities if the non-compliance potentially constitutes an offense.
- d. Please respect all specific instructions posted on signs within the property and/or relevant to the facility.
- e. Parents (or legal guardians) are responsible for the actions of their minor children within the facility. Therefore, they are required to supervise them and ensure that they behave politely and respectfully towards others, particularly regarding the obligation to maintain silence, the proper use of bathrooms (which cannot be considered as play areas or gathering places), and the equipment provided by the Facility to its Guests. Any activity that may disturb other Guests is prohibited. In general, all rules of this contractual regulation must be respected.
- f. The behavior of both adults and minors is contractually significant. Therefore, any violation of the rules in this regulation and common rules of civil coexistence and proper operation of the Agrihotel will result, at the sole discretion of the Management, in the immediate termination of the contract by the Guest and removal from the hotel within 5 hours of the notification of the facts. In such cases, the Hotel Management is entitled to retain the amounts already paid and demand the remaining sums, including compensation for any damages incurred, without prejudice to the right to claim further proven damages.
- g. The Management, in accordance with the current laws of the Italian Republic, has the right to expel anyone without notice who does not comply with the Regulations or behaves in a manner that causes harm or disturbance to property or individuals.
- h. The personnel appointed by the Management are responsible for enforcing the Regulations towards anyone. Each Client, by accepting hospitality in the facility, also contractually agrees to submit to the authority of said personnel and the Hotel Management, who are in turn obliged to always respect the laws of the Italian Republic and the commonly accepted principles of courtesy and good manners in our culture. According to the Agrihotel's policy, all guests are entitled to respectful and dignified treatment, and as responsible accommodation providers, there is an obligation to protect guests from inappropriate behavior. If the actions of a guest are deemed inappropriate by a staff member or if the hotel reserves the right to take action against the guest after verifying such a situation if inappropriate behavior has been reported. Depending on the severity of the guests' actions, the hotel may, at its discretion, request the intervention of law enforcement or remove the guests from the premises.
- i. The Management reserves the right to modify this Regulation at any time and keep it updated.

## **RESERVATION:**

a. For information, please contact the hotel reception via phone, email, through the messaging services of the hotel's official social networks, or in person.

b. Reservations can be made by sending a written request to the email address [ilvitignodidioniso.com](mailto:ilvitignodidioniso.com) or by phone.

c. The reservation request should include the number and type of rooms requested, name, surname, arrival date, departure date, number of adults and children, children's ages, contact phone/fax, and email for communication. We kindly ask guests to also communicate their estimated arrival time.

d. **DEPOSIT/ADVANCE PAYMENT.** To confirm a reservation, a confirming deposit is required, amounting to 30% of the total stay cost. The deposit must include the reservation details (name, period, number of people, number and type of rooms). The payment method for the deposit or balance is agreed upon between the parties (bank transfer, credit cards, or other payment methods).

e. The confirming deposit must be paid by the Guest to the Hotel by the date indicated during the reservation process (we will send an email with the reservation confirmation details, including the deadline for the deposit).

f. After receiving the deposit payment (or valid credit card information), the Guest will be informed of the final confirmation of the reservation by the Agrihotel: from that moment, the reservation is definitively confirmed.

## **CHANGES TO THE RESERVATION, CANCELLATIONS:**

a. If the client is unable to occupy the accommodation during the reserved period due to transportation difficulties, errors, or other personal reasons, no refund is provided.

b. There is no refund for early departures or delays in arrival compared to the agreed-upon dates during the reservation.

c. Customers who depart early are required to pay for the remaining days of the reservation, as per Article 1385-1386 of the Civil Code and subsequent amendments.

d. In the event of misunderstandings attributable to the Agrihotel at the time of booking, the Management undertakes, whenever possible, to provide alternative accommodation for the Guest in equivalent rooms or facilities.

e. In the event of a cancellation by the customer before arrival, the clauses established and specified on the reservation according to the purchased rate plan apply.

f. Cancellation of the contract by the Agrihotel management entails a penalty equal to twice the amount of the deposit/advance payment.

## **PRICES AND PAYMENT OF THE STAY:**

- a. Prices include: breakfast; daily room tidying, and cleaning; towel change and bed linen change every 3 days; use of common areas and parking area subject to availability and limited to one per room; use of hand soap, shower, and shampoo; private bathroom; use of the swimming pool and attached solarium.
- b. Tourist tax: the tax applies to overnight stays of non-residents in the Municipality of Forio for a maximum of 7 consecutive nights. The tourist tax is never included in the room rate and must be paid at the Agrihotel during check-in.
- c. Discounts and benefits are valid only for direct bookings.
- d. Phone reservations are accepted and must be confirmed via email with a deposit payment of 30% of the total stay amount by bank transfer, credit card, or cash within 48 hours; otherwise, the reservation will be considered void. The remaining balance must be paid upon arrival at the property.
- e. In the event of cancellation within fourteen days before the arrival date, the deposit will be refunded in full, retaining only the bank charges if applicable; the payment of the deposit constitutes the client's acceptance of the agreed terms communicated in person, by phone, email, mail, or any other means.
- f. In case of no-show or cancellation within fourteen days, the deposit will not be refunded, and the full amount of the reservation will be charged.
- g. For shortened stays or early departures, the full stay amount will be charged.
- h. For a number of people lower than the agreed upon, the previously agreed full amount will be charged.
- i. If the reserved room is not available due to force majeure, the Management reserves the right to assign another room with the same characteristics. The Management reserves the right, in certain periods of the year, not to apply the listed prices, subject to prior agreement with the customer.
- j. Minimum age to rent a room: 18 years old.
- k. A child under 3 years old stays for free (using the guest's own crib).
- l. The maximum allowed number of extra beds varies depending on the booked room. Any type of extra bed is available upon request and subject to confirmation by the property.
- m. The room balance must be settled upon arrival, excluding any extras, which will be paid as needed and no later than the departure date. Cash payment is possible for a maximum amount of €4,999.99 (subject to changes in cash payment laws), or by credit card or debit card. Traveler's checks and personal checks will not be accepted.

## **ACCEPTANCE (CHECK-IN):**

- a. Upon arrival, guests are required to present valid identification documents, including minors. Guests must provide their documents to the reception, leave a deposit of €100.00, which will be refunded upon check-out, and complete and sign the form authorizing the processing of personal data. We are obliged to communicate the guests' details to the local police authorities in accordance with the procedures established by the Ministry of the Interior (Decree of January 7, 2013). The provision of data is mandatory and does not require the customer's consent. In case of refusal to provide the required information, we will not be able to accommodate the customer in our facility. The personal data of our guests is processed in compliance with the current privacy regulations.
- b. Minimum age to rent a room: 18 years old. Unaccompanied minors will only be accepted if they have a release form signed by their parents (or legal guardians) along with their contact information and a copy of their identification document, or if they are supervised by a chaperone who assumes full responsibility for the minor.
- c. Rooms are available from 3:00 PM to 9:00 PM on the day of arrival and must be vacated by 10:30 AM on the departure day.
- d. Rates are calculated on a daily basis, regardless of the check-in time.
- e. It is recommended to communicate the arrival time at the property at least 24 hours in advance, especially if it falls outside the regular reception hours. Arriving at the property without prior notice may result in waiting times for which no complaints or refund claims will be accepted. The room keys will be provided upon arrival.
- f. The check-in point is at the property, unless otherwise agreed.
- g. The property offers self check-in, and the rules will be communicated at the time of booking.
- h. For public safety reasons, guests are not allowed to bring other people into the accommodations at any time. Private or business visits or meetings are allowed in the hotel's common areas and bar. Hosting unregistered individuals in the rooms is not permitted, and any visits by family or friends must be authorized by the Management. Additionally, visitors are required to leave their identification documents at the front desk, which will be returned upon their departure from the hotel. It is strictly forbidden to accommodate in the room individuals who have not been duly registered by the hotel staff. The presence of visitors inside the property must always be communicated and authorized.
- i. The choice and assignment of the room, within the booked type and category, is at the complete discretion of the Hotel Management, unless otherwise agreed.
- j. Guests are kindly requested to immediately report any damages, malfunctions, or deficiencies they may encounter upon checking into their room. Any damages found subsequently will be charged to the guest.

## **BREAKFAST:**

Buffet breakfast will be served every morning from 8:00 AM to 10:00 AM in the breakfast room.

## **CODE OF CONDUCT DURING THE STAY**

- a. Kindly request that customers maintain respectful behavior within the property throughout their entire stay. At any time, activities, games, and the use of equipment that may disturb other guests should be avoided.
- b. Adults are responsible for the behavior of minors under their care or any pets accompanying them.
- c. A behavior that does not disturb the tranquility of others must always be maintained.
- d. Please refrain from slamming doors, especially late at night. Handle them gently.
- e. All guests have the right to be treated with respect and dignity. As responsible hospitality providers, we are obligated to protect guests from inappropriate behavior. If the actions of a guest are deemed inappropriate by a staff member, or if inappropriate behavior is reported, the Agrihotel reserves the right to take action against the disruptive guest after verifying the situation. Depending on the severity of the guests' actions, the hotel may, at its discretion, involve law enforcement or remove guests from the premises.
- f. Decent and respectful attire is required within the property, taking into consideration the sensitivity and modesty of others, in accordance with good manners and public hygiene.
- g. Bringing and consuming food and beverages not sold by our establishment is not allowed, except for packaged snacks and pastries.
- h. Cooking meals in the room, using machinery and equipment for washing, ironing, or heating not provided directly by the hotel, is not allowed.
- i. The use of open flame equipment, regardless of the fuel used (such as stoves, heaters, lamps, etc.), is prohibited throughout the property, including the rooms.
- j. Any damages caused to furniture, furnishings, or equipment will be assessed accordingly with the property owners for appropriate reimbursement.
- k. Do not dispose of substances or materials in the toilet other than those for which it is intended. Do not clog the toilet with diapers, sanitary pads, paper, or other bulky materials. Please use the appropriate bins. Costs for any necessary plumbing services in case of blockage will be charged to the customer.
- l. Smoking, drug use, speaking loudly, shouting, creating nuisance noises, slamming doors or windows, connecting any brought-in electrical appliances to the electrical system, and allowing excessively lively behavior by children or pets are strictly prohibited inside the premises. All specific instructions posted on signs within the hotel property and/or its premises must also be respected.
- m. Throwing objects from the windows or balconies of the rooms is strictly prohibited.
- n. Playing ball games or any other games in the hotel courtyard, which is designated as a parking and transit area, is not allowed.
- o. Introducing weapons, knives, sticks, or other objects considered blunt is not permitted, with the exception of on-duty law enforcement personnel.

p. Guests are required to respect the obligation not to enter cultivation areas without authorization and accompaniment by the hotel staff, or to pick fruits from trees or products from the ground, and to make proper use of the equipment provided by the establishment.

### **DOCTOR, INFECTIOUS DISEASES:**

a. The contact numbers for the medical emergency service and urgent care can be requested at the reception at any time.

b. Any infectious diseases must be promptly reported to the management.

c. If guests experience symptoms consistent with a COVID-19 infection, they must immediately notify the management and refrain from leaving their room for any reason.

### **VALUABLES:**

The management is not responsible for any loss of items and/or valuables of guests (each guest is responsible for the careful custody of their own belongings), damages resulting from force majeure events and the nature of things (weather events, natural disasters, epidemics, diseases, thefts). Under no circumstances will discounts be granted upon departure to compensate for any actual or alleged service disruptions that may occur as a result of the events described above.

### **SWIMMING POOL AND SOLARIUM:**

d. The use of the swimming pool is allowed for all guests during the opening hours indicated on the information board at the reception and at the entrance to the pool area.

e. Guests are personally responsible for ensuring that their health condition does not have any contraindications.

f. Lifeguard assistance is not provided in the swimming pool

g. Special attention is required from parents of minors to ensure safe and peaceful use of the swimming pool.

h. All guests are required to behave in a manner that does not disturb others.

i. Diving and water games with or without the use of balls or inflatables are prohibited, except for life-saving devices.

j. Animals are not allowed to access the swimming pool.

### **PET POLICY:**

Our establishment accepts small pets weighing a maximum of 10 kg, upon proper notification during the booking phase. A daily supplement of €10.00 is required for four-legged guests.

To respect all guests and common hygiene rules, owners of our furry friends must guarantee compliance with the following rules:

- a. The presence of the animal must be communicated during the booking process in order for us to provide the best possible service. Only one small or very small-sized animal is allowed per room.
- b. Only animals compliant with hygiene regulations and current legislation are allowed on the premises. The establishment reserves the right to verify their validity.
- c. Our four-legged friends are welcome in the common areas of the lobby but, out of respect for other guests, they are not allowed in the breakfast room or pool area.
- d. We kindly request that you always keep your dog on a leash.
- e. Guests are responsible for the hygiene and cleanliness of their four-legged friends and for restoring the cleanliness of the premises if necessary, using the provided waste bags.
- f. Guests must also ensure the psychological and physical well-being of their pets, bringing their favorite toys and regular food and **NEVER LEAVING THEM ALONE** during their stay. Animals cannot be left unattended.
- g. The use of bed linen and bathroom towels provided in the room for pet care is not allowed. If any traces of improper use are found, the customer will be charged for the contaminated item.
- h. Accordingly, it is not allowed to let the animal climb on beds, armchairs, tables, etc.
- i. It is recommended not to leave food in bowls to avoid the presence of ants in the room.
- j. Pet owners accept full responsibility for any damages caused by their animals to people or property

### **CLEANING:**

- a. Room cleaning is carried out every day of your stay, including tidying up and sanitizing the bathrooms and the room, from 10:30 AM to 2:30 PM. Please ensure that the room is vacant during the specified hours. Otherwise, cleaning cannot be performed.
- b. All rooms are cleaned once a day, and of course, after each guest departure. On the day of arrival, the room will be available from 3:00 PM. During the stay, the room will always be accessible to guests except for the time required for daily cleaning, which takes place between 10:30 AM and 2:30 PM. If the customer does not wish to have the room made up during the specified time, they will forfeit the right to daily cleaning. Please note that, for the sake of proper personal and public hygiene, room cleaning may be postponed for a maximum of 48 hours from the last cleaning.
- c. Bed linen and bathroom towels are changed mid-week.

### **DEPARTURE (CHECK-OUT):**

- a. On the day of departure, rooms must be vacated by 10:30 AM, and the keys must be returned to the Reception desk.
- b. Please report any malfunctions or damages/breakages caused.



c. At the time of settlement, any additional bar charges or other outstanding extras not yet recorded by the hotel staff must be communicated.

d. The breakage or loss of a key will be charged a minimum amount of €10.00.

e. Guests responsible for minors or pets are liable for any damages caused by them and are required to compensate for them. In case of missing linen, it will be charged to the guest's account. For other tools, equipment, furnishings, fixtures, or masonry, the necessary amount to rectify the situation will be evaluated.

f. If check-out occurs after 11:00 AM (the reasonable time for room preparation) without prior notice or agreement, the customer will be charged the full room rate for an additional full day based on the public rate of the day.

g. Guests can avail themselves of the hotel services until the latest room check-out time, which is 11:00 AM on the day of departure. At the discretion of the management and according to conditions set by the management, guests may be granted full or partial use of hotel services even after 11:00 AM on the day of departure. If such permission is granted, guests are required to comply with the provisions of this regulation and the applicable rules.

h. Guests are kindly requested to check that they have collected their documents upon departure and to return the keys and any cards or other equipment provided by the hotel (electrical adapters, bottle warmers, chargers, etc.).

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