



Welcome to the Linearis and Podere Sertofano!

We wish that your stay in our resort will be enjoyable and relaxing.
There are some rules to observe for the pleasure and the security of your stay:

You are requested to respect the other clients who stay in our resort having regard ,in the name of mutual respect, of the observance of quiet hours (Until 10 in the morning, from 2 until 4 in the afternoon and after 10.30 in the evening) .

Booking information, changes, cancellations and voucher

1. Reservations can be made by e-mail at info@linearis.it - phone +39 3395657393 or +39 0558078856 - or through our website www.linearis.it following the wizard of our booking engine. Book on the Web is quick and easy. Select arrival and departure date, number of apartments / rooms required and numbers of adults and childrens. The system selects the available solutions automatically. At the end you can choose to leave details of your credit card as guarantee (in this case will not be charged any cost and the customer will pay at the arrival*please consult cancellation policy) or pay a deposit of 50% by bank transfer (weekly stays or longer) or the first night (less than 7 nights).
2. The advanced payment with banking transfer must be honoured by three days from the booking reservation, otherwise your booking is cancelled.
3. The Voucher will be issued in automatic, and in this document you will find the address and other information necessary to reach the Linearis-Sertofano holiday resort, and our phone numbers. The Voucher is exclusively valid for the name of the persons on the document. Any substitution of person during the tenancy period is forbidden, unless preventually agreed.
4. For weekly or longer stays, if for any reason a customer need to cancel the reservation before 15 days of arrival, will be refunded by bank transfer for 50% of the amount, price that was paid at the reservation. If the booking was made with credit card is instead taken the same percentage as a cancellation penalty. For stays less than a week instead we apply a penalty from 7 to 0 days before arrival with payment of the first night.
5. For requests related to modifications of bookings, regarding changes of holiday period and/or type of flat, the direction will attempt to come to an agreement, in any case according to the availability of the flats, and to our complete discretion. If such case will arise, no extra charging will be required.
6. However, if for any circumstances beyond our will, we cannot give to the client the availability of the booked flat, the Linearis-Sertofano holiday resort reserves the right to assign another flat having the same or superior features at the same price.
7. Once you have booked your reservation the cost of the stay is fixed, therefore no changes will occur. If your arrival will be late, the days you have not enjoyed will not be refunded.
8. Costs included in the reservation: heating (if included at booking*see extras), natural gas, electricity, water, VAT 10% - Cost not included and to be pay on site: Tourism tax: 1.50 day / person. Children under 14 are free. The tax applies to the first 7 days of stay.
9. We remind you that the cheapest way to book this hotel is do it without intermediaries. Tour operators commissioned 18-30% to the structures. Book directly is an act of respect and recognition of the work done from us.

Reception, check in e check out

10. Approximately the reception is open every morning from 9:00 to 13:00. We still remember that the manager lives on site, thus remains available to you at another time for any need.
11. The client arrivals are expected every day from 2 to 6 in the afternoon except high season cause the arrival and departure day is just saturday. Whenever problems should arise about arrival in prompt time, you are requested to contact the Reception by phoning on the numbers on the Voucher, so we can arrange the welcome service. The client will be welcomed by the Direction, who will give the keys of the flat and will show all the reserved areas to the client. The flats will be consigned clean and tidy. At the arrival, the client must

show the Voucher, together with an identification document of all the people who are booked, so we can give the information to the competent authorities. Is also required a deposit of € 150,00, to be paid in cash.

12. The entrance in the holiday resort can be refused for the following reasons:

- Discordant information (i.e. identification data on Voucher different comparing information on i.d. card);
- Absence of documents;
- Absence of advanced payments or caution deposit.

If during the stay a substitution of person may occur, we have the right to send the unregistered person away. The client can be sent away even in case of bad behaviour or when the client breaks the most elementary rules of civil behaviour. The immediate dismissal will cause the loss of all advanced payments.

13. You can request an early check-in by telephone or e-mail. Where possible you will be satisfied, and in any case you can enjoy our garden.

14. It is also accepted afterhours check-in. We try to wait for you anytime, when it's not possible management reserves the right to leave keys and directions to the customer, to facilitate entry in the apartment, leaving the formal records to the next morning.

15. At departure, clients must leave the flat not later than 10 in the morning, so we can clean the flat before the arrival of other tourists. If you need to leave the place after 10 in the morning please contact the Reception for further arrangements.

16. The payment and key delivery is expected not later than 10.00 am day departure. The balance can be pay by cash or credit cards. The invoice must be requested at the arrival. Otherwise, will we provide a receipt. Turism tax can be payed only in cash.

17. To check-out during the night or in afterhours are kindly requested to inform the direction and pay the bill the day before departure.

Apartments & services

18. The kitchens are equipped with 4 ring hob, electric oven, toaster, cutlery, crockery, American and Italian coffee maker, kettle, pans, fridge and freezer. Sponges and soaps are serving you.

19. The bathrooms are equipped with hair dryer, toilet paper and hands soap. It is not expected supply during your stay.

20. The apartments are equipped with sheets, towels and cloths. A weekly change is included in the price. If you require additional changes, these can be requested from staff. And it will be paid at the end of the stay.

21. All apartments have their own internet connection. No need password. In case of malfunction please contact the reception without interfering with router operation.

22. All apartments has a TV provide with some international channels: one French, Spanish, English and a German.

23. At the end of your stay the apartments must be left in a good way. The final cleaning are included in the price. There are no other type of cleanings during the stay. It is of course possible to ask for a fee if you need it.

24. Each flat is provided of a fire-extinguisher and of a safety map with emergency telephone numbers.

25. The owner has the right to access the flats for the normal maintenance.

26. Each flat has its own table and chairs for external use. You can choose another table only if there aren't a big number of people. Is forbidden to move outdoor tables from the selected position. The tables are placed to nocturnal sprinklers can work unhindered. Move umbrella stand also ruin the turf. Please close your umbrella in case of wind, at the end of the day, or when you do not need it.

Communal areas and services

27. Each apartment has its own outdoor table and chairs. Please use just yours. Only in the absence of a large number of people you can choose another table. Is forbidden to move the outside tables from the selected position. The tables are placed in the way that the nocturnal sprinklers can work unhindered. Move umbrella

stand also ruin the turf. Please close your umbrella in case of wind, at the end of the day, or when you do not need it.

28. Every Friday afternoon we cut the grass (it depend of weather so the day can change) We apologize for the inconvenience this may cause but it is obviously necessary for the maintenance and beauty of the garden.
29. The laundry service is at your disposal. Washing machine costs 2 euro for cycle. Soap is at your charge. We have a also a dryer, that costs 3 euro for cycle, that in the summer rrepresent a waste of energy.
30. At your disposal there is an external barbecue for your lunches and your dinners. This is put on a trolley, so it can be moved according to your needs. We request you to put it on the grass and not on the rocks for hygenic reasons. The usage of charcoal is at your charge.
31. Services which are excluded from the base price, and supplied on your request:
 - Cradle for children: Free but on request.
 - Extra linen change double bed (only one weekly change is included): € 5.00
 - Extra linen change single bed (only one weekly change is included): € 3.00
 - Extra towel change (only one weekly change is included big medium and small) 2,00 euro each one
 - Extra change for kitchen 2,00
 - Wood - at use
 - Heating: € 8.00 (2+2 apartments) - € 10.00 (4+2 apartments) - € 12.00 (apt K) (heating start 1th of November and ends 1of April. Maximum 22°)
 - Covered garage: € 3.00 a day
 - Washing Machine: 2 euro for cycle - soap not include
 - Dryer Machine: 3 euro for cycle
 - Daily Cleaning: on previous request 16,00 euro for hour
 - Animals : 40,00 euro for week - 20,00 euro less then 7 days

Swimminpool

32. The swimming pool is at your disposal. We remind you that no security personnel is present, as the swimming pool height is less than 160 cm, so you are responsible for yourself and your children. We decline any responsability for eventual accidents. The swimming pool is open from the Easter to November. The exact dates change every year. At the pool entrance you will find the specific dates and hours. It is therefore not possible to swim when the gates are closed.
33. It's absolutely forbidden to eat in the swimming pool area. Are categorically prohibited the dips. It's forbidden to run across the bathing service area. We disclaim all responsibility for incidents and inappropriate activity near and into the pool.
34. It's mandatory to wear a hair cap and take a shower before bathing and/or enter the water with your feet clean.
35. Bathroom towels must not be used in the swimming pool area, but only in the flats. Therefore, we request you to use your own beach towels.
36. There's a first aid local, properly marked

Animals

37. We accept your animals but you have to follow same rules:
 - Your animal can't sleep by sofa bed or on the bed.
 - You can't leave your animal in loneliness in the garden
 - Plaese put a leash when your're in the garden.
 - Clear the faeces of your animal.
 - Everything that be damaged will be paid.
 - Plaese don't give any food to yours not ownership animals.

Damages

38. If any object or part of the resort is damaged during the stay, the client will be charged separately. All things will be damaged will be paid with the following prices:
 - Outdoor Umbrella 50,00 - 30,00 EUR splint - cloth 40,00 EUR

- Outside table - 100,00 EUR
- Outdoor Chairs - 50,00 EUR
- Cots - 40,00 EUR
- ATM freezer, refrigerator shelves and varied 50,00 EUR per piece
- Thermostats 60,00 EUR
- Mosquito nets from 50,00 to 120,00 euro.
- Wine glasses 2.50 each

Other things

39. We remind you that in our resort you cannot find supermarket goods of no type, except for our own home-made products in the reception likes wine or olive oil , also a fresh fruit when we can and other products likes jams or fruitjuices. It depends from the season. The closest supermarket is “Pam”, at two km of distance. In poggibonsi you can also find Lidl and Coop.
40. We are happy for all the relationships that we hope you make during your stay. We remind you that none of your friends can stay at our resort, unless you declare them; therefore we are not responsible for any accidents occuring to guests who aren’t registered at our resort. Only when the reception is open.

The booking and the entrance into the flat involves the acceptance of the present general conditions of this regulation.

We wish you a happy stay
Linearis Holiday House
Podere Sertofano Farm House
Katia Di leo & Michela Rubino