



Rules



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

Booking

**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 <http://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. To the European Union citizens we will as to pay 50% of the reservation via bank transfer when the the booking is confirmed. Non-European Union citizens are required to provide their credit card details as a guarantee (in this case, no fee will be charged and the guest will pay at the property).

2. 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.

3. 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.

4. 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.

5. 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.

6. 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.

7. Costs included in the reservation: heating, electricity, water, VAT 10% – Cost not included and to be pay on site: Turism tax: 2.00 day/person. Children under 14 are free. The tax applies to the first 7 days of stay.

8. We remind you that the cheapest way to book in this hotel is do it without intermediaries. Tour operators commissioned 15-25% to the structures. Book directly is an act of respect and recognition of the work done from us. Furthermore, the discounts are available only with direct bookings and only with payments by bank transfer.

Reception

check in e check out



09. Reception is open every morning from 7:00 to 12:00. We still remember that the manager lives on site, this remains available to you at another time for any need. It is also possible to use whatsapp at +393395657393.

10. 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. We ask you to communicate in any case your arrival time at +393395657393, so we can arrange the welcome service in the best way. The client will be welcomed by the Direction, who will give the keys of the flat and will show all the reserved areas. The flats will be consigned clean and tidy. At the arrival, the client must show the voucher, with an identification document of all the people booked to give information to the competent authorities.

It is possible and recommended to send previously the passports of everyone by our on line self check in service sended few days by your arrival, or whatsapp. Any one enter this hotel accept completely the regulation, privacy rules & swimming pool rules.

11. 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.

12. 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.

13. It is also accepted afterhours check-in. or self 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.

14. 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.

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

16. 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



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

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

19. 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.

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

21. All apartments has a tv provide with italian and international channels. Foreign language channels are accessible from 900.

22. 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. For our cleaning we have chosen from years 100% biodegradable products from a local company with HCCP certificate. These are draft products in which reuse and return of containers are envisaged in order to reduce pollution both from soaps and from plastic. In addition to this products, we use products such as bleach, chlorine and alcohol.

23. It's mandatory to throw trash at the end of your stay and throughout your stay. You will find the collection bins at the end of the hotel parking, in trash area. We have equipped the apartments for recycling and the mantioned area as follows: paper and cardboard, plastic-multimaterial-alluminium, glass, organic/compost, undifferentiated, expired medicines (which at the end of the year are delivered to pharmacies), used oil (delivered at the end of the year at the collection points), printer toner (disposed of through the supplier), clothes/fabrics (brought to caritas for charity when not requested by the customer who has forgotten), cells and batteries, bulky disposal boxes (given to the municipality at the end of the year). Diapers and sanitary towels must be thrown in the unsorted waste. The collection does not require bags of any kind, you can go with the container directly to the pits. The bag is required only for undifferentiated and organic and must be 100% organic. It is provided upon entry and not during the stay.

24. Each flat is provided of a fire-extinguisher, carbon monoxide detector, and of a safety map. About the emergency telephone numbers please use 112 on your mobile for ambulances, firecase, police and other things.

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

26. Each apartment has its own outdoor table and chairs. Please use just yours. 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. The apartment also has a base and its umbrella. Please close your umbrella in case of wind, at the end of the day, or when you do not need it.

Common areas



27. Every Thursday 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. We ask you to not stay in the garden during this operation.

28. The laundry room is at your disposal. Washing machine costs 6 euro for cycle (please use it in full cycle!) We provide the biological soap that is on the top of your kitchen. We have a also a dryer, that costs 6 euro for cycle, that in the summer rappresent a waste of energy, so please when you can use your furniture and the apposite area (on recepttion back yard) to dry your dresses. It is strictly forbidden to wash our laundry with yours.

29. At your disposal there is an external barbecue for your lunches and your dinners. The usage of charcoal is at your charge. You will find a grill under the sink of your apartment, use it to place it on the generic barbecue grills. A different attitude is prohibited and incorrect.

30. Services which are excluded from the base price, and supplied on your request

- Cradle and high chair for children, linens and towels, from 0-3 years. Free but on request.
- Extra linen change double bed (only one weekly change is included): € 6.00
- Extra linen change single bed (only one weekly change is included): € 5.00
- 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 included (heating start 1th of November and ends 30 of April. Maximum 22°)
- Covered garage: € 5.00 a day
- Washing Machine: 6 euro for cycle - soap include
- Dryer Machine: 6 euro for cycle
- Daily Cleaning: on previous request 20,00 euro for hour.
- Animals : 40,00 euro for week - 20,00 euro less then 7 days

Swimmingpool



31. 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 responsibility 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. Normally from 8am to 8pm. It is therefore not possible to swim when the gates are closed.

32. It's absolutely forbidden to eat and drink in the swimming pool area, as the use of glasses or any other kind of things that will be dangerous. 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. It's mandatory to wear a hair cap and take a shower before bathing and/or enter the water with your feet clean. This rules is regular in Italy from few years. If you don't want to use it, you are responsible about this in case of policy controls. We just only need to inform you.

33. 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.

34. There's a first aid local, properly marked, with sanitary tool box.

Other things



35. 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
- Please put a leash when your're in the garden.
- Clear the faeces of your animal.
- Everything that be damaged will be paid.
- Please don't give any food to yours not ownership animals.

Pepe lives here. Pepe is the owner's cat. Is a very beautiful black cat with yellow eyes. Please do not close this animal in your apartments and do not give any kind of food, avoiding turning him into a little pig 😊 Thanks.

36. 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 plastic/ 300,00 EUR iron
- Outdoor Chairs – 50,00 EUR plastic/ 100,00 EUR iron
- Cots – 40,00 EUR plastic/ 120,00 EUR iron
- 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

37. 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. The closest supermarket is "Pam", at two km of distance. In Poggibonsi you can also find Lidl and Coop.

38. 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 occurring to guests who aren't registered at our resort. Only when the reception is open.

39. 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 10.00 in the evening.