



Casa vacanze Poggiosole

VAT ID: IT 066 5649 048 6

CIN: IT048 054B4 J9UA KKPA

Strada della Romita, 16  
I-50028 Barberino Tavarnelle (FI)  
Italia

## TERMS & CONDITIONS v3.4 March 2026

- Minimum age** A group or family leader must be at least 28 years old to book a stay. We may ask for proof of age.
- Deposits & payments** Deposits wired to us to confirm a booking (typically 20% of the cost of your stay) are 50% refundable up to 3 months prior to the date of your arrival and not refundable thereafter. This means that guests who book less than three months prior to arrival will forfeit their deposit if they later decide to cancel. If you wish more flexible terms we suggest booking through one of the four platforms which list our lodgings: Booking.com, Oliver's Travels, Vrbo (lists only the entire farmhouse) or Plum Guide (lists only Le Rose).
- In the event you decide to cancel a confirmed booking, please inform us as soon as possible.
- The balance due for a booking, together with the security deposit and cleaning fee for that booking (see below), are billed and due the week before you and your party arrive. Deposits and balance due payments may be made via Visa or Mastercard in your local currency or via bank wire in euro. We also accept payments through PayPal (which allows the use of AMEX cards). Credit card and PayPal users inside the Single Euro Payments Area (SEPA) please add 2% to defray commissions. Users outside the EU add 3.5%.
- We promptly issue receipts or invoices for any payments received.
- Pets** We kindly ask guests to leave their beloved dogs, cats and other pets at home.
- Waste management** We ask all guests to abide by local waste management regulations ([download our guidelines](#)) which require all residents, including temporary residents, to separate their trash. Before you confirm your reservation, we will ask you to attest that you have read, understand, and agree to comply with said guidelines.
- Non-smoking** Our lodgings are strictly non-smoking. Smoking is permitted only outdoors.
- Swimming pool safety** Our swimming pool is not attended by a lifeguard and is about 160cm deep at its deepest point. That is more than deep enough to drown in. We strongly advise ALL guests to use the pool with another adult present. Young children are NOT to be left unattended in or near the swimming pool. By signing below, you attest that you understand the risks associated with using our swimming pool and that you are responsible for the safety of your children (if any) in and around our pool.

### **General safety and limitation of liability**

Well-equipped kitchens, a rural setting and wildlife bring with them the risk of injury (burns, knife cuts, wasp and hornet stings, possible encounters with wild boar or, very rarely, wolves). Although we make every effort to inform guests of risks to their health and safety, maintain and check our equipment for good function, maintain a robust perimeter fence, and deploy insecticides and bug repellents throughout the area around our lodgings, mishaps can occur. By signing our Terms and Conditions you agree to hold Poggiosole, its owner and staff harmless for any accidental injury or death on our grounds, in our swimming pool or in our lodgings.

### **External vendors**

We are happy to refer you to service providers that will enhance your stay, but please understand that, as our guest, you will be responsible for any loss or damage caused by any external vendor who works with or for you or your party on our grounds or in our lodgings (see Security Deposit and Cleaning Fee). We also ask that you advise us in advance when any external vendor will be on-site, so that we can be aware of who is present on our grounds or in our lodgings. If the vendor is not on our list, we ask that you inform us, in advance, of the vendor's full name, company name, and contact info, as well as the date and times they will be on-site.

### **Weather and power cuts**

We make every effort to meet challenges posed by bad weather and interruption of electrical power but we cannot be held responsible for any incidental damages resulting from power cuts, bad weather, or other conditions beyond our control, including the possibility that some of our own equipment will be damaged by weather or power surges, or that hired vendors such as chefs or musicians cannot fulfill their obligations to you as result of said conditions. We do not have emergency generators on-site but we offer to split the cost with you of renting, transporting and installing emergency electrical power, provided units and personnel are available to do so, in order to make your stay at Poggiosole as pleasant as possible.

### **Security deposit**

Poggiosole's lodgings are very well-appointed. When you arrive, we will ask you to review a list of items that are present in the lodging you are checking into. The balance due for your stay, paid in the 7 days prior to your check-in or upon arrival, will include a security deposit: €1300 for our larger lodging Le Rose, €800 for our smaller lodging Begonia, and €2000 if your group is renting the entire farmhouse.

At departure, you may elect to be present or not for our inventory control. If you elect to be present, check-out must be no sooner than 9:30 AM. Items damaged or broken during your stay (except drinking glasses) will be charged to your security deposit for the cost to repair or replace them, as appropriate. Items MISSING from your lodging at the time of your check-out will be charged at a MULTIPLE of their replacement value (3X for items with replacement values of up to €100, 2X for items with replacement values of €200 or more, an intermediate multiple for values in-between). **We strongly suggest that each family or group leader have liability insurance that covers accidental breakage, since our security deposits do not limit your liability with respect to damage and inadequate as coverage in the event multiple items are broken or stolen.**

We also kindly ask you to PLEASE notify us as soon as possible of any accidental breakage or damage to any item, or any malfunctioning item, including appliances, so that we may try to put the situation right during your stay or, if this is not possible, in time for the next guests' check-in.

**Cleaning fee**

The balance due for your stay, paid in the 7 days prior your check-in or upon arrival, will include a €200 cleaning fee for each lodging (€400 if you group is renting the entire farmhouse). This cleaning fee will be refunded at the end of your stay if your lodging is left in good order, all waste management [guidelines](#) complied with, dishes and glassware either in a running dishwasher or put away clean, all food removed from kitchen cupboards and refrigerator (along with all soaps, detergents, and other personal supplies you brought into the lodging) and all towels left either on the bathroom floors or outdoor drying racks (NOT on beds or wooden or upholstered furniture). To the extent that cleaning staff need to put in extraordinary effort to put your lodging in order, bed linens or towels are heavily stained, or you or one of your group have smoked in the lodging, the cleaning fee will be retained in part or in full.

**Return of deposits & fees**

Security deposits and cleaning fees will be refunded within 48 hours of your departure, provided we have the full bank details needed to order a wire. If any funds are retained, a written explanation will be emailed to you.

**Acknowledgement**

I have read, understand, and agree to comply with the above Terms & Conditions. I further certify that I am at least 28 years of age.

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Signature

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Date (dd/mm/yy)

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Print name

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Date of birth