

General Conditions

BOOKING

Booking and cancellations will only be accepted in writing. Animals may only stay in the rooms specifically indicated and only when previously agreed upon. This service requires a surcharge of 25 euro. Rooms may either be booked directly through the internet site www.lezitelle.it or via e-mail info@lezitelle.it and WhatsApp +39 347 978 0452.

Booking directly through the internet site requires payment for the entire stay using a credit card, excluding the tourist tax of 3 euro per person (over 14 years) per day which must be paid for in cash when checking out. Booking via e-mail or WhatsApp requires a deposit of 50% at the time of reservation.

CANCELLATION POLICY

Up to 15 days before the check-in date, cancellation is free and the full amount paid will be refunded. From 14 to 5 days before check-in, 50% of the total cost of the stay will be retained and the remaining part will be refunded. In case of late cancellation – less than 5 days before check-in – or no show – the entire amount of the booked stay will be charged. However, this amount can be used entirely for a future stay. Non-refundable reservations will not be refunded.

PRICES

High season runs from March to October and the month of December. Low season includes November, January and February. The indicated prices are intended to mean per night, per room, for a minimum period of two nights including breakfast. For stays of only one night a surcharge of 10 euro will be applied. For stays of five or more days a discount of 10% will be applied. Children up to two years stay free of charge. The cost of the room includes cleaning, a change of towels every two days and a change of sheets every four days. Daily cleaning is available on request at a surcharge of 15 euro per day. The tourist tax of 3 euro per person (over 14 years) per day should be added to the prices indicated. The amount must be paid on site.

MAXIMUM ROOM OCCUPANCY AND THE DIFFERENCE BETWEEN CHILDREN/BABIES

A maximum of 2 adults may stay in the double end twin rooms. A maximum of three adults or 2 adults and one child may stay in the triple rooms. A crib for babies is also available for this room. A maximum of 2 adults and two children (up to 14 years) may stay in the family room.

CHECK-IN / OUT

Check-in is from 15:00 and closes at 19:00. Different times maybe agreed upon when booking.

We would ask you to call us before you arrive to let us know your precise arrival time. Check-out is before 11:00. For late check-out before 15:00 a 50% daily surcharge will be added. For late check-out after 15:00 an entire day's cost will be added. If you need to leave early, we reserve the right to charge the amount of the booked rooms up until the original booked date. You must bring valid ID cards with you (identity card – passport – driving licence). Documents will be required for all persons accessing the hospitality structure including minors (babies and/or children).

PAYMENT

The entire amount of the stay will be charged the moment you book with the exception of the tourist tax of 3 euro per person (over 14 years) per day which must be paid for in cash when checking out.

OPTIONAL: PETS

At Zitelle well-trained pets are welcome to stay in the two rooms with direct access to the garden at a surcharge of 25 euro as long as you asked when booking. You will be charged for any damage caused to the hospitality structure by domestic pets.

OPTIONAL: BABY CRIB

In the family suites and in the triple room (La Gina) it is possible to add a crib at a surcharge of 10 euro, as long as you requested it when booking.

PARKING

The hospitality structure offers free enclosed but not covered parking at a distance of 200 meters and a dropping off and loading area within the garden, where it is also possible to park one car reserved for disabled persons who are staying in La Nana.

BREAKFAST

A sweet and savoury buffet breakfast is normally served in the breakfast room on the ground floor of the main building from 8:30 to 10:30. In favourable weather conditions it is possible to breakfast in the garden. Different times may be agreed upon at the moment of booking. Please let us know if you have any particular requirements or suffer from particular allergies or intolerances. We would be pleased to offer you alternative products.

CLEANING

The cost of the room includes cleaning, a change of towels every two days and a change of sheets every four days. Daily cleaning is available on request at a surcharge of 15 euro per day. Cleaning of the rooms and common areas is carried out with the maximum care and attention in order to give

the guest a feeling of exclusivity as if he or she were the very first person to stay here.

MINI-BAR

Everything in the room and mini-bar at check-in, is included in the cost of the room. Refills whether water or wine during your stay will be charged for.

VARIOUS

Smoking is forbidden in all rooms, in the Spa and in all zones within the hospitality structure. You may smoke in the garden using the specific ash-trays.

Guests will be held responsible for any eventual loss or damage to the rooms or property caused by themselves, their friends or acquaintances. The management cannot be held responsible for the guest's personal and valuable items such as money, jewellery or any other such objects left unattended in the rooms. Access to the hospitality structure is forbidden to all persons not specifically authorised by the management.

It is not allowed to bring bicycles or other means of transport into the rooms.

Access to the rooms is not allowed to people other than those registered.

It is not permitted to consume food brought from home or purchased outside inside the facility.

REGULATIONS FOR THE SPA AND WELLNESS AREA

Entry to the Wellness Area is exclusively reserved to guests staying at the agriturismo who have booked the area in advance. Before entering the Wellness Area please read the rules carefully and sign the declaration of responsibility and acceptance.

RESPONSIBILITY

Guests will be held responsible for any eventual loss or damage to the rooms or property caused by themselves, their pets, friends or acquaintances. The management cannot be held responsible for the guest's personal and valuable items such as money, jewellery or any other such objects left unattended in the rooms.