



Welcome Dear Guest!
We wish you a pleasant
stay at Masseria
Guadiano Vecchio.



All personal data is processed in accordance with the current EU General Data Protection Regulation (GDPR).

Masseria Guadiano Vecchio
owned by D'Amico Francesco

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Guest House Policy

For all matters not explicitly mentioned in the following regulation, reference will be made to current legislation, good taste and common sense in everyone's best interest.

General Rules

We are delighted to welcome you to our guest house run by its owner Mr. D'AMICO FRANCESCO. Please, let the Property know your expected arrival and departure time at least 24 hours in advance. Upon arrival all travellers, including children, must present their acceptable, valid identification document. Customers failing or refusing to comply with the rule will not be checked-in.

Check-in and Check-out Time

Guests can check into accommodation between 16:00 and 20:00. For arrivals after 20:00, there is an extra fee of 40 EUR. Check-out time – (strictly) until 10:00.

The keys are given upon arrival and must be returned on departure. Failure to do so will incur additional costs.

Cleaning and Linen

Apartments are cleaned prior to your arrival. Linen is provided by the Property. Daily cleaning service is subject to an additional charge. Please, ask our staff, if needed.

Terms of stay

The Customer undertakes to conduct themselves with all due care and attention not only in the rooms, but also in the Property common areas, and to act at every moment in accordance with public order and common decency, not threatening the tranquility of other guests.

Please, note that safe deposit boxes are not provided. We kindly ask you not to leave any valuable items unattended. D'AMICO FRANCESCO shall not be liable for any loss, theft or damage to your valuables left unattended or for any damage to persons or property caused by the third parties.

The Guest shall inform and compensate D'AMICO FRANCESCO for any damage caused through intention or negligence on the part of the Guest.

Parents (or responsible persons) shall be responsible for the actions and behavior of their minor children within the Property facilities. They are requested to look after their children and to make sure that the latter behave in an appropriate decent manner which does not cause damage neither to them nor to the Property facilities.

D'AMICO FRANCESCO reserves the right to access the property during your stay in case urgent maintenance is required. Please, note that there will be no refund due to such unforeseen maintenance issues.

Responsibilities and Loss of Keys

Damage to or loss of keys will incur an additional fee of 30 EUR. The guest is liable for and shall compensate any damage caused by him/her as well as by any member of their party or a pet under their responsibility. In case of linen loss the Guest will be charge compensation.

Duties and Prohibitions

- It is obligatory to keep the facilities tidy and clean; it is prohibited to steal any items that are part of the furniture or design. In case any loss is found by the Manager, the Guest will be charged the full replacement amount of the missing item;
- It is strictly prohibited to receive visitors and guests other than the registered ones;
- It is prohibited to smoke and to burn candles inside the facilities. Smoking is allowed only outside. Please, note, that cigarette butts shall be disposed properly;
- For fire safety reasons the use of candles and open flames is prohibited even in the outside area; littering is prohibited.

Pet Policy and notes about animals

Animals and pets, in respect of the other guests of the Masseria, are not allowed. It should be noted that in the structure there is the presence of cats as they are useful for the natural reduction of small insects and reptiles. Being accommodation in the open countryside, despite the accurate and meticulous cleaning of the rooms, it could be possible to find small insects in the house.

Internet connection and Wi-Fi

Wi-Fi is available throughout the Property. The password will be provided upon check-in. Please note that downloading or uploading unauthorized copyrighted materials or any material that infringes on any third party intellectual property rights is prohibited. In case of violations, the owner of the Property reserves the right to limit or suspend access to the Internet at any moment. Residents are kindly requested to behave respectfully toward one another and in compliance with the current legislation.

Environment

During your stay at our facilities we kindly ask you to help us protect the environment being rational in water and electricity use: don't leave taps open and turn off lights and air conditioning when you don't need them or when you leave the room.

Each apartment is equipped with a consumption counter. Guests, leaving air conditioning or heating system on in their absence, will be charged 30.00 EUR extra per night.

Water is a valuable resource for any community. Waste or improper use of water, therefore, is strictly prohibited. Use of water is allowed for personal hygiene only. All Guests are kindly requested to avoid littering.

Please note that D'AMICO FRANCESCO declines any responsibility for temporary water or electricity suspension due to service provider's reasons or force majeure, and will not issue refund in this case.

If a Guest does not comply with the House Regulations, D'AMICO FRANCESCO may choose not to permit further use by the guest of the Guest's accommodation and other Property facilities pursuant to the applicable contract rules. In order to make your stay as pleasant as possible, we remain at your disposal should you have any requests.