

We are pleased to welcome you to the Si Montalcino Hotel & Restaurant.

Please, find below an overview of all our available services and house rules.

*The Regulation of the "Si Montalcino Hotel & Restaurant" is established to guarantee everyone a peaceful use of the same.
It has a contractual nature between "Si Montalcino Hotel & Restaurant" and the Guest, therefore, the request to stay at the Hotel implies the total acceptance of these Regulations.*

Pets

Pets are welcome. The type of dedicated room is the one with an outdoor patio (Garden). There is a supplement of € 10/night per pet.

Only pets are allowed, such as dogs, whose presence must be communicated at the time of booking.

The Management reserves the right to accept the pet at its discretion.

Pets must always remain on a leash, both inside the Hotel and in the external areas.

It is forbidden to leave animals unattended inside the Hotel or in the rooms during the entire stay.

Any use of the bed and bath linen for the pet is prohibited. The Guest is obliged to immediately remove the excrements of his pet in the areas of the Hotel and in the neighbouring areas. The Guest is responsible for its behaviour and is therefore directly responsible for any damage or injury to persons, animals or things inside the assigned room, the accommodation facility and in the immediate vicinity of the Hotel.

Air conditioning / heating

In our Hotel, air conditioning and heating are alternated following the seasonal change.

Air conditioning is active from June to September, while heating is available from October to May.

Specific needs or particular climatic conditions could lead to a different management. Each room is equipped with a thermostat that allows the Guest to independently manage the use of air conditioning / heating.

Arrival (Check-in)

Check-in takes place at the following time: 2.00pm - 8.00pm.

Early check-in. The request for early check-in must be sent in advance to the Management, which reserves the right to satisfy this request on the basis of Hotel's availability.

Late check-in. The request for late check-in must be sent in advance to the Management, which reserves the right to guarantee the availability of check-in until midnight on the day of arrival. In case of no-show, the Hotel applies the conditions provided for no-shows, which have been accepted by the Guest at the booking stage.

Minor Acceptance. The minimum age to rent a room is 18 years. Minors unaccompanied by persons of legal age will be accepted only if they are in possession of a release signed by their parents (or by those who legally exercise parental authority), with their telephone number and a copy of their document.

Public Security Registration. Upon arrival, Guests, including minors, are required to deliver their documents to the Reception, which will record their data for the purpose of Public Security. Failure to comply with this obligation constitutes a violation of the provisions of the Penal Code; in fact, in case of non-delivery the Hotel is obliged to report the omission to the Public Security Authorities.

Clients' Guests Reporting. Eventual Guests of clients staying in the Hotel, even if temporary, must be reported to the Reception with an identity document. The presence inside the Hotel must be authorized by the Management.

Data processing. Our Guests' data will be treated in accordance with current privacy legislation.

Number of people staying. Each room can only be occupied by the number of people indicated for that specific housing unit, unless the Guest requests to add another bed. In no case the accommodation is allowed to exceed the number fixed in the booking, unless previously agreed. The Management reserves the right to refuse the Guests if this condition is not observed. All occupant names must be provided at the Reception. Guests cannot receive visits, unless previously agreed with the Management.

Keys delivery. The keys will be delivered at the Reception starting from the time indicated as check-in (starting at 2.00pm), after the registration operations.

Room delivery. If the room is ready before the check-in time, it will be assigned immediately; otherwise, it will be possible to leave the luggage at the Reception.

Room Assignment. The choice and designation of the room, in the type and category booked, is at the total discretion of the Hotel Management, unless otherwise explicit written agreements.

Room verification. Please report immediately any damage and malfunctions that you may encounter in your room.

Expulsion. The Management, as provided for by the current laws of the Italian Republic, has the right to expel without warning anyone who does not comply with the regulation or behaves in such a way as to create damage or disturbance.

Baggage

On the day of arrival, if the room is not yet available, and the day of departure it is possible to leave the luggage on deposit at the Reception. The custody service is free and our staff is available to assist you.

Bar

The Bar is located on the ground floor and is open from 7.30am to 8.00pm.

Alcohol intake is prohibited for children under 18 years.

Children & Minors

Parents, or those who legally exercise parental authority, are responsible for minor children within the Hotel. They are also required to look after them and not to leave them alone in the rooms or other areas of the Hotel, making sure that they maintain a behaviour that in no way disturbs the other Guests.

Minors unaccompanied by their parents or by a responsible adult must show a photocopy of a parental ID with their free signed authorization.

City tax

The tourist tax is not included in the room rate, it is collected by the Hotel on behalf of the Municipality of Montalcino and is applied according to the provisions of the Municipal Regulations. The full text is displayed in the Reception.

The amount is due per person per night, up to a maximum of 7 consecutive nights. No tax for children under 14 years.

The rate applied up to € 100 per person per night is € 1.00; the rate applied over € 100 and up to € 250 per person per night is € 3.50; the rate applied over € 250 per person per night is € 5.00.

Cleaning

The garbage must be collected in the special collection bags located in the rooms and bathrooms of the rooms. It is not allowed to leave rubbish in common areas.

Damages & Subtractions

Who causes damage to the building, property, equipment, etc. is considered legally responsible under the current regulations. Theft and intentional damage will be reported immediately. The costs for the repair of any damage or loss of keys will be charged upon check-out, the amounts will be calculated on the basis of the damage caused.

It is forbidden to carry any object belonging to the Hotel outside, the value of the stolen objects will be charged to the customer.

Departure (Check-out)

Check-out takes place at the following times: 9.00am - 11.00am.

Early departure. In case of departure before the date stated in the reservation, the Guest will have to pay in full the sum agreed upon booking.

We kindly ask you to inform the Reception if, on the day of departure (check-out), you expect to leave before 9.00am. In this case the bill must be paid the day before departure by the closing time of the Reception (8.00pm).

Delayed start. The request for a late check-out must be sent in advance to the Management, which reserves the right to satisfy this request based on the availability of the Hotel. If the Guest requests to use the room after 2.00pm, the Management reserves the right to charge a surcharge.

Keys redelivery. On the day of departure the rooms must be vacated by 11.00am and the keys must be handed over to the Reception.

Redelivery of Objects. Remember to deliver the equipment provided by the Hotel (electrical adapters, kettles, battery chargers, etc.).

Bill and Verification. Before the payment, it is possible to request a view of the bill for verification. Any errors or failures must be reported before it is issued.

Payment of bill. The payment of the bill must be done upon departure. It is possible to pay in cash, according to the Italian legislation on the matter, or by credit card.

Attention: Checks are not accepted.

Invoice. If you need an invoice, please report it promptly and provide us with the information requested to issue it. Otherwise, we will issue a simple receipt.

Extra consumption. At the time of the payment the bar drinks and other extras not yet reported by the Hotel staff must be communicated.

NON Consumed Meals. There are no discounts on meals not had in half-board, unless otherwise decided by the Management.

Drinks with meals. Guests are advised that beverages at meals, unless otherwise indicated in the offer, are not included in the half-board price and will be charged to the Guest's bill according to the price list.

Key Loss Debit. The break of the key, will be counted with a minimum amount of €5.00 for the duplicate. The loss of the keychain will be counted with a minimum amount of €30.00.

Damage charge. Guests respond and are called upon to compensate damages caused by them or caused by people or animals under their responsibility.

Luggage Storage. On the day of departure it is possible to leave the baggage in custody at our Reception.

Electrical equipment

The voltage is 220 volts; please check that your devices are suitable for this type of voltage.

The electrical sockets are of the Italian type. If you don't have it, you can request the adapters at the Reception.

The Hotel does not assume responsibility for any damage to the equipment due to force majeure (sudden blackouts, power surges, etc.)

Environment

In order to protect the environment, we ask for a conscious and rational use of energy resources, adopting small steps, such as turning off the lights when you leave the room and avoid wasting water.

The environment is our most precious asset, don not forget it.

Extra linen

In each room an additional pillow and a blanket are placed at the Guests' disposal, in the wardrobe. For any further request you can contact the Reception.

Hotel liability

The Hotel Management is not responsible for the loss of objects and/or values of the Guests (each Guest is obliged to take care of the objects he owns), damages resulting from events of force majeure (weather events, natural disasters, epidemics, diseases, fall of trees or branches or products that fall within the nature of the

plants, gusts of wind, accidents at the sea, damage or theft of cars in the parking area and in the area of the Hotel).

Iron

Iron and ironing board can be requested at the Reception; we kindly request that they be returned once their use is completed. Any damage caused by improper use of the iron will be charged to the Guest.

Kettle

It is possible to request an electric kettle at the Reception; we kindly request that they be returned once use is completed. Any damage caused by improper use of the kettle will be charged to the Guest.

Laundry

Our Hotel, due to internal operational reasons, does not offer laundry service.

We may suggest you two laundries in Montalcino:

DONATELLA LAUNDRY, Viale della libertà n.30

LAUNDRY POINT Automatic Laundry, Piazzetta Tamanti n.4

Linen

The linen is changed every 3 days for the sheets and every 2 days for the bath towels, except for your different specific needs that you can report at the Reception. It will be up to the staff to assist you at best.

Lost & Found

For lost items during your stay, please notify the Reception. The staff will be available to assist you.

Objects left at the Hotel on departure are recorded and stored for 6 months.

Meals, Hygiene & Safety

For reasons of hygiene and safety it is NOT allowed to prepare meals in the rooms.

It is forbidden to introduce pre-packaged food (pizzas, delicatessen food, etc.) unrelated to the Hotel.

Snacks are naturally excluded from this regulation.

Breakfast is served in the breakfast room, located near the Reception, or on the adjacent patio, when weather conditions allow it.

Hotel Guests are not permitted to bring food and drinks for breakfast to places different from those ones used for the service (in the room or outside the Hotel).

For the purposes of food safety, Guests are not allowed to bring food or drinks that are not authorized by the Hotel Management into the room.

Medical & Infectious Diseases

The telephone numbers of the medical and emergency services are contained in the list of numbers next to the telephone and in this Regulation. Every infectious disease must be communicated to the Management.

Mini-bar

Each room has a minibar, equipment and prices are shown in the price list in the room.

Bottle openers, water and wine glasses are available in the room.

During the stay a receipt showing the daily consumption will be left in the room.

Drinks will be charged upon check-out.

Noises & Rest

At any time, inside the Hotel, behaviours, activities, games and use of equipment that cause disturbance to other Guests must be avoided, especially during the hours 11.00pm - 8.00am and 2.00pm - 4.00pm.

Parking area

Hotel parking is for the exclusive use of Guests. Each room has one reserved parking space, the use of which is free. The Management is not responsible for valuables left unattended in the car.

Personal data processing

For the processing of personal data, please read the Regulations set out in the Reception.

Pool

The pool is open from May to September from 9.00am to 8.00pm.

You can use the BAR service from 9.30am to 8.00pm.

Please, read the Regulations displayed at the entrance to the pool area.

Room cleaning

The daily cleaning service is carried out from 11.00am to 2.00pm.

After this time, if you need courtesy products, towels or mini-bar products, please contact the Reception.

In the rooms with the "**Do not disturb**" card posted outside the door, no service will be provided.

We kindly ask Guests to report any faults or malfunctions to the Reception, we will take care to intervene.

Room service

Room service is available on request during the Restaurant opening hours/periods with a 10% surcharge on the order.

Safe

Each room has a safe, which Guests can use for free by requesting the key at the Reception. The Management is not responsible for valuables left unattended.

Smoke

Inside the Hotel, there is a no-smoking policy, both inside the rooms and in the common areas.

Smoking is permitted in the outdoor areas of the Hotel, as well as on the balconies located on the first and second floors, in the gardens and terraces of the rooms that are equipped with them.

The use of open flame equipment is prohibited.

It is mandatory to inform yourself and read the fire regulations, the equipment and the behaviour to be taken in case of fire.

Timetables

Please, respect the times below to use the services.

On arrival the rooms will be delivered from 2.00pm to 8.00pm.

The check-out is from 9.00am to 11.00am; in case of departure before 9.00am, the payment is requested the evening before.

At departure, the rooms must be vacated by 11.00am.

Rest and Silence. In the hours 11.00pm - 8.00am and 2.00pm - 4.00pm it is forbidden any noise that can disturb the rest of the Guests, including a high tone of voice. The use of radio and television is allowed with extreme moderation and, in any case, in full compliance with the silence schedule. Exceptions are events authorized by the Management.

Hotel Service Hours, unless otherwise stated at the Reception:

Bar: 7.30am – 8.00pm

Breakfast: 7.30am - 10.00am

Swimming pool: 9.00am - 8.00pm

Reception: 9.00am – 8.00pm (to communicate with the Reception, dial 100 on the telephone)

Telephone

Each room is equipped with a telephone, next to which you will find instructions and useful numbers. For external calls, dial 0 (zero) to take the line. **For international calls, contact the Reception.**

Television

Each room has a TV. A small guide with the list of channels is displayed in the room.

Variations & Cancellation

There is normally no refund for early departures or late arrivals.

We ask the Guests to understand that the booked period will be fully charged even in case of early departure.

In the event of misunderstanding at the time of booking, or in the event of an overbooking, the Management undertakes to arrange, when possible, for a different accommodation in equivalent rooms or facilities.

Penalties: In case of cancellation of the contract by the guest before arrival, the following clauses are applied:

- In case of booking with free cancellation up to 3 days before arrival: the penalties will be applied only for cancellations received within 3 days prior to arrival. Any deposits paid will still be lost, unless the Management decides otherwise.

- In case of booking with free cancellation up to 14 days before arrival: the first night will be charged for cancellation between 14 and 7 days prior to arrival, while the full amount of the reservation will be charged for cancellation within 7 days prior to arrival. Any deposits paid will be lost, unless the Management decides otherwise.

Exceptions to these rules are special offers such as non-refundable rates and similar rates for which different conditions apply, well specified at the time of booking.

Wake-up call

For reasons of internal working, it is possible to request a wake-up call from 6.30am. Before this time the service cannot be guaranteed.

**If you have any further questions or requests, contact the Reception,
it will be a pleasure to assist you in order to make your experience as pleasant as possible.
We wish you a pleasant stay with us!**

IN CASE OF EMERGENCIES

Earthquake

1) If at the time of the earthquake you are **INSIDE** the building:

- Keep calm
- Stop all activities immediately
- Don't rush out
- If you are in the corridors or in the stairwell, go back to your room or to the nearest one
- Move away from doors and windows with glass or cabinets, as they could injure you falling

2) If at the time of the earthquake you are **OUTSIDE** the building:

- Move away from the building, trees, street lights and power lines as they could fall and hit you
- Look for a place where you have nothing above you and if you can't find it, look for shelter under something safe, like a bench

3) After the earthquake, at the evacuation order, reach the assigned collection area. At the evacuation order:

- Do not delay to collect personal effects
- Follow the instructions of the person in charge to ensure compliance with the priorities
- Follow the indicated exits
- Walk quickly, without pre-arranged stops and without pushing other people
- Strictly follow the instructions of the person in charge
- **DO NOT TAKE PERSONAL INITIATIVES**
- Reach the assigned collection area

Fire

Si Montalcino Hotel & Restaurant is equipped with a fire alarm system.

General rules:

- Pay attention to the use of lighters and cigarettes
- Do not use water to extinguish a fire of electrical origin or that it has spread near live installations, because you could get a strong electric shock
- Do not use water to put out fires due to the combustion of flammable liquids because they float on water and can therefore spread the fire.

1) In the event of a fire **INSIDE** the room:

- Keep calm
- Notify the Reception with the internal telephone
- Take note of the exits of the plan
- Exit the room immediately and close the door so that a barrier is placed between you and the fire
- Notify nearby rooms of the danger by raising the alarm aloud
- Move away calmly, according to the evacuation plan

2) In case of fire **OUTSIDE** the room

- Notify the Reception from the internal telephone
- Keep calm
- If you cannot leave the room, because the smoke makes the stairs and corridors impassable, close the door and try to seal the cracks with wet cloths
- Open the window and, without leaning too far, ask for help
- If the smoke does not make you breathe, filter the air through the handkerchief, preferably wet, and lie on the floor (the smoke tends to rise towards the top)

4) If you hear the **ALARM**:

- Leave the building following the exodus route closest to your room to the collection point in front of the Hotel entrance
- Do not run

- Do not use the lift
 - Do not delay to collect personal effects
 - Do not return to the building
- 5) If the DRESSES you wear are on fire:
- Do not run because you would feed the flames
 - Roll on the floor
 - If another person catches fire, you can suffocate the fire with a blanket or a rug.