

# Terms and conditions of Bed & Breakfast La Colombaia Amiata



We wish you a warm welcome at Bed & Breakfast La Colombaia Amiata, we ask you to read the following terms and conditions. These terms and conditions come into effect when you make a reservation.

## Contact details

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## Terms and Conditions

**1. Bed & Breakfast La Colombaia Amiata** is described on the website [www.lacolombaia.eu](http://www.lacolombaia.eu), on [www.booking.com](http://www.booking.com) and on [www.Airbnb.com](http://www.Airbnb.com).

The descriptions have been made with the greatest care, but there may be differences between the text and/or photos presented on the website and the current situation at the time of your visit. No rights can be derived from these differences.

## 2. Prices

The prices of the rooms are described on our website [www.lacolombaia.eu](http://www.lacolombaia.eu). Bookings via Airbnb have a different price due to the service costs that Airbnb passes on to guests. We do not offer any compensation for this.

Prices include an extensive breakfast, use of towels and bed linen, water and electricity and cleaning.

It is possible to book without breakfast. In that case there is a discount of 10 euros per person per night. This must be indicated in advance.

## 3. Reservation and down payment

You can book by email at [lacolombaia.amiato@gmail.com](mailto:lacolombaia.amiato@gmail.com) or by phone +31 61918844/+39 3780869440. The person who made the reservation is the main guest, who must be 18 years or older.

You will receive a confirmation from us within 24 hours after your reservation request (if the room is available).

We ask you to make a down payment of 50% of the total amount within 7 calendar days. The reservation will be confirmed by email as soon as we have received the deposit,

If the deposit is not received in time, the reservation request will be cancelled. In that case you will be notified by e-mail.

## 14. Payment

We request that you transfer the remaining amount no later than 1 week before arrival, to account number (IBAN) NL 45 INGB 0009473588 in the name of JJM Boonen stating the reservation number.

Any costs you incur during your stay can be paid before departure (extra drinks, snacks, use of the hot tub). This can be done in cash or via a payment request. You cannot pay with pin or creditcard.

For a reservation request with arrival within 2 to 7 days, we ask you to transfer the total amount immediately. With a reservation request with arrival within 48 hours, you pay immediately upon arrival, in cash or via a payment request.

## 5. Cancellation

We ask you to cancel in writing via email.

You can cancel free of charge up to 7 days before arrival. In that case we will refund the deposit.

You pay 50% of the total price if you cancel within 7 days before arrival. In that case we will not refund the down payment.

If a guest cancels on the day of arrival or does not show up, we will charge the remaining amount, in which case you must pay the entire amount of the reservation.

No refund will be made in case of early departure

If you have booked via [www.booking.com](http://www.booking.com), the cancellation conditions stated there apply.

## 6. Check-in and check-out

On the day of arrival, you can check in between 3:00 PM and 9:00 PM. This can be deviated from in consultation.

Checking out must be done before 11:00 am unless otherwise agreed.

After checking out, you can store your luggage with us until 6:00 PM on the day of your departure.

## 7. Access

The guest will receive a key to the entrance of the B&B and the door of the guestroom. You return this upon departure. As a guest you are responsible for properly closing the entrance doors of the B&B.

Loss of the key is for the costs of the main guest (€ 10) and will be paid in cash or afterwards by invoice by the contractor upon check-out.

## 8. The rooms

Our B&B has two guestrooms available. The rooms are located on the 1st floor of the house. Our guests enter the guest area of the house through the guest entrance on the side of the house (without stairs, due to the location, only two steps to enter).

The rooms both have a bathroom with shower, sink with hot & cold running water, toilet and bidet. Towels are available.

Considering environmental impact, we ask our guests to use the towels more than once. Drying racks are available for drying the towels.

Our guests can use the various terraces on the outside area. The loggia is for private use after 11:00 am.

All rooms are suitable for two people. A camp bed for a child younger than 2 years old can be added by the guest. No additional costs will be charged. We do not have special facilities, furniture, or breakfast products available for children. Unfortunately, you cannot bring pets. Smoking is not allowed in the guest rooms, the main house and on the terraces.

#### **9. De Pantry**

In de entree van de B&B is een pantry aanwezig met een koelkast, een nespresso-apparaat en een waterkoker en een magnetron. Servies en bestek zijn beschikbaar. Gebruikt servies en bestek wordt 1 x per dag, 's morgens opgehaald. De gasten van beide kamers maken gebruik van de pantry.

#### **10. The breakfast**

Breakfast is served between 07:30 and 10:30 in the covered loggia or on request on the terrace at the front of the house. In bad weather there is an opportunity to have breakfast inside the dining room of the house. Different times for breakfast are possible in consultation. Guests communicate their breakfast preferences on the breakfast list one day in advance. For special dietary requirements, guests can discuss the possibilities with us before arrival.

#### **11. De hottub of coldtub**

The wood-fired hot tub is available from October to April. In the months of May, June, July, August and September the tub is available as a cold tub.

There is no extra charge for the use of the cold tub.

For each the use of the hot tub € 25,- will be charged. The use of the hot tub must be booked by the guest at least 3 hours in advance. The use of the tub is entirely at the guest's own risk.

#### **12. Quiet Hours**

Between 23:00 and 07:00 it is quiet in and around the Bed & Breakfast.

#### **13. Receiving visitors**

In consultation with the hostess, guests can receive a maximum of 2 visitors room on the outside area between 11:00 and 20:00.

#### **14. Cars and bicycles**

The car can be parked on site, parking is entirely at your own risk.

Bicycles can be placed near or in the closed garden house, this is done entirely at your own risk.

#### **15. Cleaning**

For stays of 1 or 2 nights, no cleaning is done by the hostess in between. From a stay of 3 nights, the room and bathroom are cleaned every 2 days. Final cleaning will be after check-out.

#### **16. Liability**

Bed & Breakfast La Colombaia Amiata cannot be held liable for damage suffered by the guest or third parties as a result of the stay, the guest indemnifies Bed & Breakfast La Colombaia Amiata against claims in this regard.

Bed & Breakfast La Colombaia Amiata is not liable for malfunctions in and around the accommodation such as malfunctions and failures of power, WIFI, water supplies and technical installations, as well as unannounced or untimely construction and / or road works in the vicinity of Bed & Breakfast. Of course, in the event of malfunctions, we will do everything we can to minimize the inconvenience during your stay.

Bed & Breakfast La Colombaia Amiata is not liable for loss, theft, damage or accidents caused to persons and/or goods during or as a result of the stay in the B&B.

Bed & Breakfast La Colombaia Amiata is not liable for damage to the vehicle used by the guest caused by the use of the access road to the B&B.

The guest is responsible for leaving the room tidy and decent. Damages must be reported directly to the owner.

Any serious damage must be reimbursed by the guest to the owner, even if this damage has not been reported and is subsequently discovered by the hostess.

#### **17. Safety**

It is forbidden to smoke or light candles inside the rooms.

Bed & Breakfast La Colombaia Amiata has installed extinguishers and smoke detectors that meet the applicable requirements. The upper floor, where the 2 guest rooms are located, can be exited through the inner door in case of emergency.

We ask our guests to lock the front door when leaving the B&B.

#### **18. Satisfaction**

We try to make your stay as pleasant as possible.

On the website [www.lacolombaia.eu](http://www.lacolombaia.eu) you find a form to send a review of your experience in our B&B. If you prefer to write your review on paper, we have a questionnaire on paper available in the guestroom.

Despite our good care, it is still possible that there is something that is not to your satisfaction. We appreciate it if you discuss this with us right away. If you have any comments or advice for us afterwards, we hope that you will let us know by e-mail or telephone.

Enjoy your stay,

Monique Boonen and Hans Nobbe  
Bed & Breakfast La Colombaia Amiata

