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Terms and Conditions Adagio Umbro Tennis and picnic

1. Introduction

Welcome to **Adagio Umbro**, the official website of Xanadu LLC. By using our services, you agree to comply with the following terms and conditions, which govern the use of our facilities, including the tennis court and picnic area rentals. Please read them carefully.

2. Services Provided

- **Tennis Court Rental:** Available for individual or group bookings.
- **Picnic Area Rental:** Included with tennis court bookings.
- **Accommodations B&B:** Currently unavailable due to renovations.

3. Pricing and Payments

- **Pricing:** Pricing includes applicable taxes. Use of the tennis court during night hours (8:00 PM to 11:00 PM) incurs an additional fee.
- **Payment Methods:** We accept credit cards, PayPal, bank transfers, and cash.
- **Deposits:** No deposit is required for bookings of 2 hours or less. For bookings longer than 2 hours, a deposit of [insert amount or percentage] is required at the time of booking confirmation.
- **Cancellation & Refund Policy:**
 - Cancellations made less than 24 hours before the reserved time or in the event of a no-show will result in the full booking amount being charged as a penalty.
 - Payments are non-refundable, except in cases of force majeure (e.g., adverse weather, emergencies). In such cases, bookings may be rescheduled without additional costs.

4. Bookings and Reservations

- **Reservation Process:** Bookings can be made online or via phone. A reservation is confirmed once the guest receives confirmation from the management.

- **Group Size:** The maximum allowed group size for the tennis court and picnic area is 10 people. Larger groups must obtain approval from management, and exceeding the limit may result in restricted access.
- **Exclusive Use:** Guests booking the tennis court for at least one hour will have exclusive access to the picnic area for the same duration.
- **Rescheduling:** Rescheduling is permitted with at least 24 hours' notice. Failure to provide adequate notice will result in the application of the standard penalty.

5. User Obligations and Minors' Supervision

- **Supervision of Minors:** Guests under 18 years of age are considered minors and must be supervised by a responsible adult at all times. Minors under 14 are not permitted to use the tennis court or picnic area without the constant presence of an adult. The supervising adult is fully responsible for the conduct and safety of the minors.
- **Behavior & Safety:** Proper tennis/sport shoes and attire are required. Playing shirtless or in swimwear is prohibited. Smoking is strictly forbidden throughout the property.
- **Food & Beverages:** Consumption of food and beverages is only allowed in the designated picnic area. The picnic area is reserved exclusively for guests who have booked the tennis court.
- **Respect for Property:** Guests are responsible for any damage caused to the court, picnic area, or outdoor furniture. Costs for repair or replacement will be charged to the responsible guest.
- **Animals:** Small domestic animals are permitted on the property with prior approval from the management, provided they do not disturb other guests. Owners are required to supervise their pets at all times and are **obliged to collect and properly dispose of pet waste** in the designated bins. Failure to do so may result in additional cleaning fees or expulsion from the property.
- **Prohibited Activities:** Official national/regional competitions, tournaments, are not permitted on the tennis court. Climbing on park walls and slopes or accessing unauthorized areas is prohibited.

6. Court Maintenance and Care

- **Equipment Responsibility:** Guests are required to handle all equipment (tennis balls, racquets, towels) with care. Any damage to the equipment will result in repair or replacement charges.
- **Trash and Cleanliness:** Guests must dispose of trash in designated recycling bins and leave the facilities clean after use.

7. Liability and Assumption of Risk

- **Use at Own Risk:** Guests use the tennis court and picnic area at their own risk. Xanadu LLC and its management are not liable for injuries, accidents, or damages to personal belongings.
- **Assumption of Risk:** By using the tennis court and picnic area, guests acknowledge and accept all risks associated with sports activities, including potential physical injury.
- **Force Majeure:** Xanadu LLC is not responsible for cancellations or service interruptions due to force majeure events (e.g., extreme weather, natural disasters). In such cases, guests will be allowed to reschedule without additional costs.

8. Insurance and Indemnity

- **Guest Insurance:** Guests are responsible for their own personal accident and health insurance. Xanadu LLC does not provide coverage for injuries sustained during use of the facilities.
- **Indemnification:** Guests agree to indemnify and hold Xanadu LLC harmless from any claims, lawsuits, or damages arising from their use of the tennis court and picnic area, including injuries or damages caused to third parties.

9. Privacy and Data Protection

- **Personal Data:** We collect personal data such as name, email, and phone number solely for booking and marketing purposes. Data is stored securely and managed in accordance with GDPR regulations.
- **Cookies and Analytics:** Our website uses cookies for user experience optimization and tracking purposes.

10. Video Surveillance

To ensure the safety of guests and property, the tennis court and surrounding areas are equipped with video surveillance. By entering the premises, guests consent to video recording in accordance with GDPR and Italian privacy regulations. The footage is used strictly for security purposes.

11. Governing Law and Jurisdiction

These terms and conditions are governed by the laws of Italy. Any disputes arising from these terms will be subject to the exclusive jurisdiction of the courts of Spoleto, Italy.

12. Dispute Resolution

In the event of a dispute, the parties agree to first attempt to resolve the issue through negotiation. If the matter cannot be resolved amicably, it will be referred to mediation or arbitration, as an alternative to court proceedings.

13. Emergencies

In case of an emergency, guests must immediately contact the staff at +39 366-406-4723. For medical emergencies, guests are advised to call 112 or 118 directly.

Thank you for choosing Adagio Umbro.

We look forward to providing you with a relaxing and enjoyable experience.