



GENERAL TERMS AND CONDITIONS – EXPERIENCES AND TASTINGS TENUTA CASENUOVE

These General Terms and Conditions govern the booking, purchase, and enjoyment of guided tours, wine tastings, food and wine experiences, and related services (hereinafter referred to as the “Experiences”) offered by Tenuta Casenuove (hereinafter referred to as the “Estate”).

By placing a booking, the Client fully accepts these Terms and Conditions.

1. Subject of the Service

1.1 Tenuta Casenuove offers guests the opportunity to take part in wine experiences, guided tours of vineyards and winemaking cellars, guided tastings, and hospitality journeys centered around wine culture.

1.2 The features, schedules, duration, prices, and procedures for each Experience are described in detail on the official website or on dedicated information sheets at the time of booking.

2. Booking and Confirmation Procedure

2.1 Bookings for Experiences may be made via the official website, by email, or by telephone, following the instructions provided by the Estate.

2.2 A booking is considered finalized and confirmed only upon receipt of a written confirmation notice (via email or voucher) issued by Tenuta Casenuove.

2.3 Prices for the Experiences are expressed in Euros (€) and include VAT, unless stated otherwise.

3. Payment Terms

3.1 Accepted payment methods are those specified during the booking process (e.g., credit card, bank transfer, or on-site payment where applicable).

3.2 Any deposits or advance payments required during booking constitute part of the total price or a confirmatory deposit, as specified in the individual offers.

4. Cancellation, Modification, and Refund Policy

4.1 Exclusion of the Right of Withdrawal: Pursuant to Art. 59, paragraph 1, letter n) of the Italian Consumer Code (Legislative Decree 206/2005), the 14-day statutory right of withdrawal does

not apply to contracts for leisure activities that specify a specific date or execution period. Consequently, only the cancellation policies set forth below shall apply.

4.2 Cancellation by the Client:

- Any cancellation or modification in the number of participants must be communicated promptly in writing by email to Tenuta Casenuove.
- Unless specific terms are indicated at the time of booking for special events or groups, cancellations made up to 48 hours prior to the scheduled start time of the Experience will entitle the Client to a full refund or a voucher of equal value.
- Cancellations made after this deadline, as well as no-shows, are non-refundable, and the full amount paid will be retained to cover organizational costs.

4.3 Cancellation by Tenuta Casenuove:

- The Estate reserves the right to modify the date or time, or to cancel the Experience due to force majeure (e.g., extraordinary adverse weather conditions, technical issues, or safety concerns). In such cases, participants will be notified promptly and may choose between a full refund of the amount paid or rescheduling the Experience to a mutually agreed new date.

5. Arrival and Punctuality

5.1 Guests are kindly requested to arrive at least 10–15 minutes before the scheduled start time of the Experience to allow for welcoming procedures and a timely start.

5.2 In the event of a delay exceeding 15 minutes past the scheduled start time, Tenuta Casenuove reserves the right to shorten the Experience or reschedule it (where feasible) so as not to compromise activities for other guests, without any entitlement to a refund.

6. Outdoor Activities, Weather, and Accessibility

6.1 Weather Conditions: Experiences involving vineyard walks are subject to weather conditions. In the event of rain or inclement weather, outdoor itineraries may be substituted or adapted at the staff's discretion with indoor activities (e.g., an extended cellar tour or an in-depth guided tasting in the tasting room), without granting any entitlement to partial or full refunds.

6.2 Accessibility: Due to the natural terrain and historical architecture of the estate, guests are invited to notify us in advance of any guests with reduced mobility so that we can arrange the visit as comfortably and conveniently as possible.

7. Code of Conduct and Cellar Safety Rules

7.1 As a working agricultural estate and active production winery, participants are required to respect safety regulations and follow all instructions provided by the staff.

7.2 Guests are specifically asked to:

- Exercise care when walking through vineyards and production areas by wearing comfortable and suitable footwear.
- Strictly observe the no-smoking policy in indoor spaces and production areas.
- Refrain from touching machinery, equipment, or stored bottles unless explicitly authorized.

7.3 Access to production areas is strictly permitted only when accompanied by authorized personnel. Any damage caused to facilities, furnishings, or equipment due to negligent behavior or failure to comply with instructions will be charged to the responsible guest.

8. Alcohol Consumption and Minors

8.1 In accordance with applicable laws, alcoholic beverages will not be served or administered to individuals under 18 years of age. Tenuta Casenuove staff reserves the right to request a valid ID to verify the age of participants.

8.2 We encourage all guests to consume alcohol responsibly. Tenuta Casenuove disclaims any liability for inappropriate or harmful conduct by participants under the influence of alcohol.

9. Allergies, Intolerances, and Dietary Requirements

9.1 Any food allergies, intolerances, dietary restrictions, or specific needs must be mandatorily communicated during the booking process.

9.2 In the absence of prior notice, Tenuta Casenuove cannot guarantee last-minute menu adjustments and accepts no liability for allergic reactions or health issues arising from uncommunicated conditions.

10. Wine Sales and Shipping Services

10.1 Shipping services for wines purchased during or following the Experiences are handled in partnership with specialized courier and freight partners.

10.2 Tenuta Casenuove shall not be held liable for customs duties, local taxes, delays, or regulatory holds resulting from the import laws of the destination country.

11. Private Events and Large Groups

11.1 For large groups (e.g., parties over 10 participants) or exclusive private bookings (e.g., private lunches/dinners with a chef, specialized workshops), custom deposit, cancellation, and payment schedules will apply as outlined in the dedicated proposal or contract.

12. Photography, Media, and Image Rights

12.1 Guests are welcome to take photos and videos for strictly personal use during the Experiences. Prior written authorization from the Estate is required for commercial, promotional, or professional media shoots.

12.2 Should Tenuta Casenuove capture photo or video material during events or tastings for promotional purposes, guests will be notified in advance and requested to grant informed consent for the publication or use of their image.

13. Pet Policy

13.1 Pets are allowed on the premises subject to specific hygiene and safety rules (e.g., leash requirement and restrictions inside food and wine production areas). Guests are requested to seek advance clearance during booking.

14. Privacy and Personal Data Protection

14.1 Personal data provided during booking will be processed by Tenuta Casenuove in full compliance with EU Regulation 2016/679 (GDPR) and the Privacy Policy available on the Estate's official website.

15. Applicable Law and Jurisdiction

15.1 These Terms and Conditions are governed by Italian law.

15.2 Any dispute arising regarding the interpretation, validity, or execution of these terms shall fall under the exclusive jurisdiction of the court where the company has its legal seat, without prejudice to mandatory consumer protection venues provided by the Consumer Code.