

# Podere Colle All' Asino



Version 290120

House information for new guests -

## Arrival / stay / departure / damages / liability / emergencies

Welcome to the "Donkey Hill"!

In the following we would like to inform you about the most important things to consider when arriving, staying and departing independently.

We rely on the trustful observance of the points listed, in order to enable other guests in our house to arrive comfortably and have a pleasant stay. Please notify as soon as possible by phone/ whatsapp or email of any damage or defects so that we can repair it as soon as possible during your stay or before the next guests arrive.

Thanks a lot! The team of the "Donkey Hill"

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## 1. Arrival:

**2 keys:** - We or our neighbors will give you the **keys**. The keys will be handed out **after individual consultation**.

- There is **one key for the entrance door** on the front of the house and **one key for the "energy room" door** "(green door on the right).

Please note: It is the best to leave the entrance key outside - if the door closes and the key is in the house, you lock yourself out. Tip: Do not lock the door to the courtyard, not even at night ...

- If necessary, **our neighbors Sandra and Moreno also have house keys** that you can borrow (the farm that you drive past, entrance via the small garden gate).

**Energy room: Electricity, water, gas:** Electricity, water and gas are usually already switched on when you arrive.

If technical problems arise:

- Electricity:

**Fuse No. 9** = Main fuse house and former barn. Lever up!

**Fuse No. 12** = Hot water boiler. Lever up!

**Switch on only if necessary** (e.g. after a power failure), **main fuse** of both buildings **next to the last electricity pole** (opposite the kitchen) in the **LARGE gray electrical box outside** (not in the small box on the side there, NOT in the energy room: **Wide lever upwards!**

- Water:

**The main tap** is on the right in the energy room (square brass head, to the right of the water-meter, behind the water boiler).

- Hot water:

Note on **hot water**: The hot water boiler is operated with electricity.

**Hot water heating:** Setting- wheel for the temperature on the water boiler below has to be setted to "I" (sufficient for warm days) or "E".

- Gas:

Comined electric/ gas cooker: The main tap / the adjusting wheel is UP on the gas bottle.

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- Kitchen:**
- **Combined electric / gas cooker:** Press the second and third switch from the left simultaneously: then set the time using +/-.  
Oven / gas ignition only work if a time is setted!
- Bedrooms:**
- Please **store bedspreads without creases** until departure.
  - - **Sheets:** Please **cover** (your own) **sheets** over our existing purple decorative sheets for hygienic reasons! Please **do not sleep directly on our purple sheets or bedspreads (!)**.
  - **Bed linen:** If you bring bed linen instead of a sleeping bag: Summer and winter blankets / pillows are in the large boxes or cupboards in the rooms (2 per room). **Please cover blankets / pillows with (your own) bed linen!**
- If you use our bed linen: **If more bed linen / sheets are required than included in the basic cleaning price / if no additional bed linen / sheets will be brought by yourself: In the hallway on the top floor behind the white curtain there are spare bed linen and sheets in the labeled boxes. Then we charge 15 € / set for cleaning.***
- **Please please! do not move or remove any objects** (mattresses, pillows, blankets, mosquito nets, lamps, chairs, tables, multiple plugs) **from the rooms.** The additional **mattresses / grate combinations** in the rooms **can be changed if absolutely necessary.** Please remember to **put it back before departure!**
- Insect screens:** The windows in the upper floor are attached with insect screens. **It's best to close them on arrival,** otherwise, in summer, you'll quickly have mosquitoes in the rooms!

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## 2. Stay:

**Electricity:** If all fuses are switched on correctly, all power connections should work.

**Water:** Sometimes there may be **pressure fluctuations** caused by the public water supply, e.g. early in the morning, at lunchtime or in the evening, when showering everywhere at the same time. Usually this only takes a short time.

**Hot water:** Note on hot water: The hot water boiler takes up to half a day before the water is really hot. In the upper baths it can take a while (up to a minute) for the hot water to "arrive". In the large bathroom in particular, the hot water has to run for a while before it comes out of the pipe.

**Power failure:** Then temporarily **switch off electricity-intensive consumers**, especially the water boiler (set the setting wheel on the bottom of the boiler to "0") and **switch on again the main fuse in the box near the electricity pylon** (outside, large gray power box, see above). After the fuse has been switched on again, the cooker display flashes: Then to be resetted, proceed as when you arrived.

**If there are long-lasting technical problems** with water or electricity, **please either inform our neighbors** Sandra and Moreno directly and ask them to look at the matter. Or inform Marcus (0049- (0) 1590-2610455) preferably by whatsapp app). We will then take care of it, if necessary we briefly with Sandra and Moreno and ask them to help you.

**Kitchen:** - If you forgot: **existing coffee, vinegar and oil, sugar, salt etc.** can be used in small quantities **until you have bought your own supplies**. Please do not empty without replacement. Spices for general use. **Fresh herbs also on the terrace** on the natural stone wall: Thyme, oregano, rosemary, sage and laurel ...

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- **Combined gas / electric cooker: Actuation of the gas flame:** flame on: press switch and turn to the left, the flame is ignited automatically. Flame control: switch further to the left.
- **If the gas becomes empty:** There is a **gas reserve bottle in the energy room. Ask the neighbors to connect it** (Tel. 0039/0587/640022). If you want to do it yourself: Turn off the adjusting wheel on the top of the empty gas bottle. Then use a water pipe wrench (attached to a wire on the gas bottle) to separate the empty gas bottle from the pressure reducer and connect the full gas bottle very carefully. Don't forget the new bottle seal (included with the new gas bottle). Note: There is a **gas detector** in the energy room (bottom right at the entrance). Especially after changing the gas bottle, make sure if the gas detector doesn't trigger.
- **Water:** The water is **drinking water from the local water supply.**  
**Environmental tip:** Instead of buying mineral water in plastic bottles, carbonated drinking water can also be filled at a "water station" in Lajatico: One is located at the large parking lot below the village; or in La Rosa (opposite the "Bottegone della Calzatura" shoe store). Take empty bottles with you! Costs: 10-20 cents / liter.
- Additional **tea towels** can be used. The tea towels are in the small chest of drawers in the dining room.

*If you use our tea towels: If more tea towels are required than included in the cleaning price, we charge 10 € per person for cleaning (2 tea towels and 2 towels each).*

- Garbage:**
- **Glass bottles ("vetro"), plastic bottles, cans, tetra packs:** collect in the boxes below the sink in the kitchen, then **together in the large round collection containers ("raccolta mista")**, which are everywhere on the roadside.
  - **Waste paper** is collected separately ("carta").

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- **Residual waste** in garbage bags in the large **green garbage containers** along the roads.
- **All corresponding containers** are together e.g. in the **village of San Giovanni**. Please do not put it in the dumpster on the driveway to the street, it is of our neighbors and otherwise full too quickly.
- **Compost** (except cheese, sausage, other cooked food waste, due to vermin) please on the **compost heap at the bottom left behind the barn**.

**Bedrooms:** - Please **always lock shutters and windows**, even when open, with the hooks provided, for the perhaps strong wind.

- **Insect protection blinds:** Please **treat** our insect protection blinds **carefully** and do not let them "snap" upwards.  
They are **unlocked in the closed state** by **slightly pulling the handles on the bottom of the bars towards you**. Not try to open by force!  
Make sure that the net is rolled in evenly on the sides.

**Smoking:** Please do not smoke in the house.

- Cleaning:**
- **Cleaning agents "for in between"** are in the dining room behind the flowered curtain on the shelf and behind the white curtain in the hallway on the upper floor. Or in the kitchen under the sink.
  - **Bathroom cleaning "in between":** WC only with existing sponge clothes, washbasin cleaning / shower only with the sponges.
  - **Broom / sweeper/ vacuum** are in the **dining room** (behind the flowered curtain) and behind the white curtain **on the upper floor**. Corresponding vacuum cleaner bags are on the shelf in the dining room (behind the flowered curtain) or on the upper floor behind the white curtain.

**Towels:** If you need our towels: They are in the small chest of drawers in the dining room.



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*If you use our towels: If more towels are required than included in the cleaning price, we charge 10 € per person for cleaning (2 tea towels and 2 towels each).*

**Solar outdoor bathroom and shower:** Before and after using the outdoor bathroom, please turn on or off the tap of the supply line for safety (bursting of the line / connections) on the left at the barn main entrance (not the tap of the line leading upwards). Hot water is only available here on sunny days!

Please **respect areas marked as private** in the house (drawers, cupboards, wine shelves ...).

**Bread / pizza oven** in the outer wall / pergola:

***Please do not use, use is reserved by us!***

**(Barbecue) fire:** For open fires, please generally only use the fire bowl on the sun terrace, supervise embers and extinguish the fire at the end. In summer, please exercise extreme caution with fire, including cigarette butts and candles outside!  
From mid-June to mid-September, open fire outdoors is officially prohibited!

***In SUMMER DO NOT use the fire bowl on the terrace!***

**You can also grill in summer with the large barbecue** under the pergola in the courtyard. In summer, please only use charcoal (get your own) because of the risk of fire and only light an economical fire (beware of flying sparks; watch the embers and extinguish the fire at the end!)

**Former barn:** Objects in the barn are private, so please do not use them or only after consultation (tools, lawn mower, bicycles, tractor ...)

**Internet:** The closest internet point to the "Donekey Mountain" are the various internet cafes in Volterra. Likewise in the state library internet access and printer.

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Free WiFi in the "pizzeria" in San Giovanni; in front of it you can and may log in (without problems from the host) without a password. The pizzeria "Il Villaggio" is usually open from 5/6 p.m. The landlord would be happy if you even came over for a glass of cola to get to the internet in peace.

**In strong wind:** Be careful in strong wind! Don't be around the house where roof tiles can fall. The roof tiles are not anchored, but in the traditional way only laid on.

## **In winter / heating**

- **Open fireplace in the kitchen and wood stove:** the firewood is in the former barn (€ 4.50 / box or € 40/day). Make sure that the chimney openings are open when fired! Later, when the chimney or stovepipe warms up, they can be closed carefully. This means that less wood is used.

- **Wood-burning stove in the kitchen:** pull out the chrome-plated slide on the top left, this regulates the passage of air to the chimney pipe. When the pipe is warm and the fire is burning well, push it all the way back in. Fine adjustment of air: at the bottom on the right side, initially to "2" (or briefly open the door fully), then gradually to "0" if the fire burns well.

**Open fireplace:** On the left side there is a lever for air regulation. Make sure that the flap is open when lighting (lever down). Only when the fire is burning well the flap can be closed a little (more heat is then radiated into the room).

- **Wood-burning stove in the dining room:** Set the regulation on the stove pipe vertically when lighting the fire. Only close the air vent in the case of embers.

- **Open fireplace / wood-burning stoves:** Note: There are **combined carbon monoxide / smoke detectors in the** kitchen and in the room "Rosa". If they trigger: Switch off with the button, ventilate immediately or ensure a better extraction at the fireplaces (check: are the fire flaps of the extractors sufficiently open?). The instruction for use is located below the detector in the kitchen.



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## 3. Departure

**Final cleaning:** After your basic cleaning of the house our neighbor Sandra will take care of the final cleaning that you have to pay (e.g. she will wipe wet everywhere, she will take care of the final cleaning of bathrooms and kitchen). Therefore, please follow the following steps carefully to leave the house swept clean!

**Tidying up / cleaning:** → **Sweep / vacuum all used rooms** (seminar room only if used) and leave swept clean.

- Clear any "bed base and mattress combinations" that have been adjusted back to their original place.

- Pull off the bedlinen and put the throws back on the beds properly.

**Bed sheets / bed linen / towels / tea towels**

*Please put them in a dry state in the two appropriately labeled **gray boxes** behind the white curtain in the upper floor corridor. Calculation as written above.*

**Rubbish:** Take all rubbish with you (don't forget the rubbish in in the bathrooms!) if nothing else has been agreed with you.

**Kitchen:** - Clean the gas stove (please don't forget the oven inside!) the sink and the crockery rack.

- Please empty, switch off, clean and dry the refrigerators. Always keep the doors open and lock them! When the refrigerators are closed, they become moldy. Attention, the refrigerator lights stay on, even after you switched them off. It will be turned off only when the general power switch will be switched off. So, simply lean the doors accordingly until the light goes out.

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- Tidy up the dishes (please do not screw on the espresso cans wet because of mold)
- Take all the leftovers and food residues with you.
- All doors of cupboards, chests of drawers etc. must be locked.

**Bathrooms:** Wash basins / showers / bathtub, toilets and ground -regard to possible coarse soiling-, clean / sweep / vacuum (leave swept clean!).

**Garden furniture:** All used chairs and tables outside back in the house to their origin places, garden furniture under the pergola in the yard.

**Shutters:** they will be closed by our neighbors after the final cleaning.

**Electricity, gas, water** will be switched off via our neighbors.

- **Environmental tip:** For energy-saving reasons, the setting wheel of the water boiler can also be switched off one day before departure (to "0") - the warm water is still sufficient for a number of showers, even the next day. Otherwise the heated hot water will not be used after your departure - that would be a shame.

**The acceptance of the house usually takes place -after prior consultation with us- through our neighbors.**

## 4. Damages and Liability

**Damages::** Please report any damage you have caused to the house and garden, furnishings or dishes when you hand over the house. **The costs for replacement, repairing (€ 12 per hour), etc. must be paid.** After the damage is found or reported, it will be settled via AirBNB against the specified deposit (rental via AirBNB) or directly with you (private rental).

**Liability::** **Liability:** We assume no liability for personal injury or damage to property unless we are grossly negligent. Please tell us about possible

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dangers, e.g. point out loose roof tiles for quick elimination of the source of danger (feedback list)!

## 5. Emergencies

Shortly:

- Uniform **emergency number for all cases** („Numero Unico Emergenze“): Tel. **112**
- **Emergency / rescue services** („Emergenza sanitaria“): Tel. **118**
- **Fire Department** („Vigili del fuoco“): Tel. **115**
- **Police** („Polizia“, minor difficulties, administrative offenses): Tel. **113**
- **„Carabinieri“** (current capital difficulties): Tel. **112**

The nearest **hospital** (Ospedale) for minor to major injuries is situated in **Volterra**:

Drive towards the city center towards Colle di Val di Elsa. On the outskirts on the left down the hill: "Pronto soccorso", here is the outpatient clinic ("ambulanza"). If the health insurance E111 is available abroad, the treatment is usually free of charge, as a smaller basic care. In **Lajatico** (next to the town hall) and in **La Rosa** (near the "Cristal Bar"/ opposite to "Bottegone della Calzatura") there is also an outpatient medical service / consultation hour ("Guardia Medica"); however not open all the time!

**Dentist:** It is best to go to Volterra and ask there ("dentista"), there are clearly a number of dentists.

**In any case, if you have any problems, you can also contact our neighbors:**

Podere La Isola-Sandra and Moreno, Tel. 0039/0587/640022, entrance to the small garden gate.

**Breakdown service** (Soccorso Stradale): Tel. **116**. The next (and good) garage is in La Sterza in the industrial area, next to agricultural machinery Bocelli (by the way, Andrea Bocelli's brother).