

Novanta's Disclaimer Alphabet

A. Pay Attention

Novanta is a fantastic place with many challenging activities and fun, intense and educational excursions. Our hotel is located in an abandoned village, in the middle of a nature reserve in the Italian mountain range the Apennines. This is very exciting and special, however, it requires more attention from visitors than the usual paved, safety-oriented urban environment where most of us stay in our daily lives.

B. Take responsibility

We are adventurers and love some risk, sometimes we even seek out the danger a little! You may imitate us, but you are doing so out of choice and personal responsibility. If you are clumsy or you know you easily break things, do not copy our behaviour and keep using your brains. We do not mind if you prefer to lay by the pool and enjoy your cocktail.

C. Focus on safety

Guests have complete freedom to discover Novanta by themselves or in groups, but be aware that you are in an uncontrolled environment with untouched nature, rugged landscape and animals. This is why we ask you to keep your own and others safety in mind and to explain and instruct your kids well. Our mountain paths are unpaved and therefore less suitable for people with a physical disability.

D. Be prepared

We do our best to avoid unsafe situations and keep an eye on you during the activities. However since the village is still in full development, the activities can be intense and the nature sometimes erratic. Thus we ask you as a visitor to come properly prepared, keep thinking carefully and keep an eye out for others.

E. Liability excluded

There are a number of specific risks that our guests must be aware of and that they are responsible for. Novanta is not liable for the points mentioned under F-S.

F. Health

A number of places in the valley and on the mountain are only reachable by firm physical effort. We ask guests to take into account their own physical health and limitations when they register for an excursion. If you have a condition that poses a risk during a long, steep walk, ask if you can be brought, and do not walk yourself!

Novanta is not liable for any illness or health incident which may occur during such a trip. We urge you to lean on the side of caution - keeping in mind the trip to the hospital can be a long and bumpy one.

G. Surrounding

We offer the space and freedom to our guests to explore the village on their own, but we expect that they act with caution. Small and steep roads and climbable rocks are entered at your own risk. The same counts for climbing on walls and fences in and around the village - falling off can only be seen as a valuable lesson. Just as at home; an accident is just around the corner. Borgo di Gello is filled with corners!

H. Ruins

It is not allowed to enter the ruins. These are recognisable by the fact that these (parts of) buildings do not have roofs, windows and/or doors. We have either closed the access to these spaces provisionally or trimmed with red ribbon. The walls and roofs can collapse, this is no playground for children.

The gravity in Borgo di Gello is merciless, stones and roof tiles are constantly coming down in the ruins. Make sure you are not standing under it, do not go into the ruins!

I. Swimming pool

The swimming pool is only accessible for children under the guidance of an adult. It is only 1.4 meters deep and so according to Italian law, exempt from lifeguard. Please do not run around and/or dive into the pool - cracked skulls & neck fractures are not funny. According to Italian law, people must wash their feet before entering the pool. Suncream grease and sweat also don't mix well with swimming pools. We have put a large sign asking guests to shower before swimming - it's clear and uncomplicated. Just do it.

There is to be absolutely no glass to be taken down to, into or around the pool at any time. Torn pool liners and body parts are difficult to fix. Please use the plastic cups provided.

J. Animals

If you come across one of the many beautiful animals in the valley during your stay at Novanta, we recommend not to approach and/or poke boars, dogs and other big wild animals. Bugs and scorpions are not dangerous, but you can catch a (harmless) bite very quick, so treat them carefully.

We also advise you to leave snakes alone and to wear sturdy shoes and long trousers in high grass. Most snakes in Italy are harmless. However in case of a bite, do not hesitate; take the snake (or photograph) with you, and get to hospital - they will know what to do.

Nota bene: If you hand in 5 scorpions you will get a free drink. We feel no need to kill them.

K. Kids

Borgo di Gello is a gorgeous playground. It is a beautiful place where kids can play outside, experience adventures and go on a journey. That is of course the intention! Even though we facilitate cool games and activities at Novanta, this also happens under the supervision of the

parents. Novanta is not responsible for supervising kids and not liable for accidents that may happen.

Children are equipped with a natural alarm sound. If they stay within shouting distance, you will hear yourself when something is wrong. We ask parents to provide love and understanding when taking care of scratches and bruises - these all heal quickly and come with great learning and stories. At Novanta we aim to prevent worse.

Special accommodations and activities

L. Treehouse

Since the apes have come out of trees, man has had a fascination with living in them. However, sleeping in a tree has obvious disadvantages. In this case, being high off the ground and posing a risk of falling out. Especially for those who have difficulty walking and / or can not see well in the dark. Also take care with excessive alcohol consumption! Kids in the treehouse fall (get it?) under the responsibility of their parents. We advise the treehouse not to be a place for young kids and sleepwalkers.

M. Transportation of guests

The transportation of guests on the road as well as off-road is at the guest's own risk. Guests are always requested to sit on their (passengers) seats and use their seat belts.

N. Archery

In archery it is important to shoot only at the inanimate target and do not walk into the firing field while shooting. Always follow the instructions of the supervisor.

O. Hiking

The forest is giant and it's easy to get lost. Walking into the woods is at your own risk. Make sure that you have good shoes, water and a phone with you and tell someone about your walk. In the woods you do not have to worry about wild animals but rather for hunters.

P. River and waterfall

We swim happily in the beautiful Corsalone river. It is very tempting to jump off the waterfall and the stones. Because you can not estimate how deep the water is, we advise you to not jump off the waterfall, even if others are. Jumping of the waterfall is entirely at your own risk.

Q. River hike

Do not take electronics with you during the river hike. There is only limited chance you will stay dry, and even though the water of Corsalone tends to be good for people, it is certainly bad for phones and cameras. Whomever joins must be a confident swimmer because of the high water. Kids can only join under the supervision of a parent.

R. Wine tasting

We organise multiple wine tastings. It is very tempting to not spit the wine consequently after tasting. That is not a problem in itself, but please assign a designated driver at the beginning rather than the end of the tasting! If you are taking medications, please check if this can be mixed with alcohol. Human alchemy is interesting - but perhaps not fun on your holiday.

S. Allergies

We take into account allergies and food preferences known to us - but we can not guarantee the absence of allergens because of our suppliers. Novanta is not liable for eventual symptoms that may arise as a consequence of this. At Novanta we have no anti allergen medication on site - if you suffer from allergies please come to the mountain prepared.

T. Forum choice

Novanta is a trade name of Next Level Hospitality srl; an unpronounceable name for many of our Italian friends and co-workers. Our business management and this disclaimer fall under the Italian law.

U. Medical care

Novanta is about 30 minutes away from a regional hospital with a 24 hour emergency department. Novanta has an AED kit with crewmembers who are able to use it.

V. Process personal data / pictures

Novanta needs your data to stay in touch, give tips so that you have a good trip and for things that are useful for us to know (e.g. eating preferences or allergies). We keep that information carefully and consult this data only if necessary and to improve your experience.

We love to shoot pictures and videos to show the world how beautiful our little bit of Tuscany can be. Because nature looks best with some beautiful people in it we reserve the right to use the photo and video content taken during your stay at Novanta. Please let us know if you don't agree with this, and help us by not joining group photos if you would not like them to be used.

Otherwise, try to smile and look great for the photo!

X. Main booker

The main booker of the group is the contact person for other travelers and is the contact person for Novanta. The main booker is the contracting party and is financially/legally responsible for other guests/participants. We highly recommend travel insurance.

Y- Complaints regulation

We do not have this. If something is wrong, please talk to us.

Z. Reach

The reach of telecom devices gets no priority in the valley where Novanta is located. Usually there is a good connection when you head towards the valley. Sometimes not. Do not count on anything, then it will not miss it!

Proclaimer

Novanta provides help and assistance if you are in trouble. In Italy they often work with different rules and procedures, which we are happy to help you with. This applies to unavoidable and extraordinary circumstances that prevent your holiday from going as you expected, or within the terms of our booking agreement. This help consists of adequate information about medical services, local authorities, consular assistance and support in using communication and finding solutions.

The party responsible for the circumstances that gave rise to help and assistance bears the costs. These costs will not be higher than the costs actually incurred by Novanta and the costs of any third parties engaged by Novanta. If your holiday does not follow the expectations as mentioned above, due to circumstances that are attributable neither to you nor to Novanta, each person will bear his own damage.

Despite the above mentioned, we hope that your holiday at novanta is fantastic; full of great adventure, experiences, stories to share, memories made ... and without broken bones!

Cancellations

Groups / Rent a Village; 50% restitution of total booking agreement if cancellation is made within 90 days (what better number to choose) of the reservation date. Cancellation less than 90 days before the reservation date, no restitution. We would be more than happy however to try and rearrange the date of your trip with us, wherever possible.

Collaborations; Full restitution if cancellation is made within 45 days of the reservation date, minus the €900 non refundable deposit. Cancellation less than 45 days before the reservation date, no restitution. We would be more than happy however to try and rearrange the date of your trip with us, wherever possible.

Reservations; Full restitution if cancellation is made within 90 days (what better number to choose) of the reservation date, minus a €90 administration fee. Cancellation less than 90 days before the reservation date, no restitution. We would be more than happy however to try and rearrange the date of your stay with us, wherever possible.