



## **Residence's rules**

### **1) Reception hours**

Check-in: from 12.00 to 23.00

check-out: from 09.00 to 10.30

### **2) Booking and Privacy Policy**

The reservation will be considered valid if it is confirmed by Customers.

Reservations for which the customer paid the deposit, that is equal to the value of 30% of the stay, will be considered confirmed. To confirm the booking, the customer has to do his payment by bank transfer or he has to authorize the reception to pick up the amount by pos.

Residence gives great importance to the privacy of your personal information. Your personal information will only be used to process your booking.

When the guest confirms the booking, he also expressly declares to have read these Rules, and to accept the privacy policy under the Italian law 675/96 e d.l.30/6/2003 n.196

### **3) Cancellation**

For cancellations until 72 hours before the arrival date, no fee will be charged.

For late cancellations and no-shows the full amount of stay will be charged.

### **4) Children and extra beds**

All children under 6 years stay free (sleeping in parents' bed).

All children under 2 years are charged EUR 5 per person per night (cots).

All older children or adults are charged EUR 15 per person per night (extra bed).

### **5) Animals**

Pets are not allowed.

### **6) Credit cards accepted**

Visa, Euro / Mastercard, Maestro, Bancontact, CartaSi

Reception reserves the right to check the validity of credit cards before arrival (by requesting authorization to arrival).

### **7) Important Information**

Please note that there is a penalty of 30 EUR if you left the kitchen dirty. Guests will be charged for the cost of any damaged property or things that, after their stay, aren't anymore in the apartment.

### **8) Terms and Conditions**

The Client releases the Residence any liability for damage to persons or things that may occur during the stay.

Management is not responsible in any case of theft or misconduct of any kind to objects, things or other property of the Customers.

The customers are required to care of the tasks required, including furniture and household equipment.

After the check-in, the customers check the apartment and, in order to prevent them from being held responsible, they have to inform the leadership of any failure or malfunction of equipment assigned to them.

The customers will have to prevent the spillage from the bathrooms of the apartments rented by wet feet or not completely dry. This recommendation is necessary to prevent slippage which could be due to injuries to the occupants of the apartments.

It 'absolutely forbidden to deposit various objects and / or spread sheets, towels and cloths in various areas, from windows or balconies.

Crowds, noise, television and hearing aids at high volume are not allowed, or behaviors that may pose a threat to their and others' safety.

It is not permitted to rent the apartments.

*Payment of the stay at the check in*