



HOUSE RULES

Dear Guest, the rules we kindly ask you to observe in our apartment are not only those established by the Law, but also those of common sense and mutual respect.

Staying at our Holiday Home means accepting this regulation.

ARRIVAL

Check-in is from 3.00 PM onwards.

Please inform us in advance of your expected arrival time as there is no concierge service and the property is family-run. Failure to provide notice may result in long waits for which claims nor refunds are not accepted.

If needed, we are available to arrange a different time of arrival and/or departure. If the room is not ready we can meet for luggage storage.

Upon arrival you are invited to provide a valid identification document (Passport or Identity Card) for registrations and legal obligations. The data is processed in accordance with the current privacy legislation (D.Lgs. 196/2003).

The balance, if not already settled, must be paid at check-in and it is not refundable in case of early departure.

We will provide you the keys to the main entrance, the gate and the house (pay attention not to lose the keys. The replacement will be charged € 50,00). We recommend that you close the door whenever you leave the property.

Any damage and/ or deterioration detected by the tenant must be reported to the landlord no later than 24 h after check-in.

DEPARTURE

Check-out by 10.00AM. Late check-outs must be agreed with the owner upon arrival.

The keys must be returned at check-out.

The parties acknowledge that at check-out the tenant takes care of the general riasset of the property in addition to cleaning and washing the dishes.

The owner at check-out has the faculty of identifying and reporting any damage and/ or deterioration by the guests.

RESERVATION AND PRICES

A deposit of 30% of the total amount is required to confirm the reservation.

Daily cost includes: supply of electricity, supply of cold and hot water, heating in the winter season, maintenance of the property and furnishings as well as cleaning of the apartment at every new customer. All other services are to be considered as "extra".

The deposit of € 100 is paid by the guest when signing the contract and it is fully returned at the end of the stay. In the event of damage, upon agreement on the amount, this is deducted from the deposit paid. If the value of the damage is higher, the guest will pay the additional amount. In the absence of any agreement on the amount of the damage, the deposit will be retained and will not be returned at the end of the stay. Invoices will then be provided for any refunds.

DURING THE STAY - TO READ CAREFULLY

- The building and municipal police regulations require silence between 2PM and 4PM and between 10PM and 7AM. However, at any time, behaviors, activities, games and the use of equipment that cause disturbance to other people should be avoided within the apartment and in the common areas
- Other than those of the booking (max 3 persons) are not allowed to access the house
- No smoking in the apartment and in the common spaces
- Pets are allowed, please inform us if they come along with you when booking
- Free Wi-Fi
- Full use of the kitchen
- Any damage caused by the guests, once liability has been ascertained, must be compensated immediately
- We do not accept any responsibility for the loss, theft or damage of goods you leave in the apartment
- The apartment is not available for parties
- It is strictly forbidden to make use of spirits and drugs
- In the event of damage, if it requires the intervention of specialised technicians, the owner will be authorized to intervene also in the absence of the conductor and the guests in order to solve the problem no later than 12 h after the request for intervention.

CLEANING THE PROPERTY

Change of lined and towels is usually done every 4 days. Upon request we provide additional clean towels for € 5 per person.

CANCELLATION TERMS

You will receive a full refund if the cancellation is made up to 7 days before arrival. If the cancellation occurs within 7 days from check-in, the deposit will be retained.

These rules are displayed within the apartment and are shown and downloadable on the website. Please read them carefully. The reservation implies acceptance and compliance with these rules.

For everything that is not explicitly quoted, reference is made to the regulations in force, to regional and national regulations regarding non-hotel accommodation facilities, as well as good taste and common sense for everyone in the interest of everyone.

We thank you for choosing our apartment and wish you a relaxed and happy stay.

USEFUL TELEPHONE NUMBERS:

SILVIA: MOBILE + 39-333.2499594 - + 39-333.4084223

EMERGENCY 112