



RULES OF B&B “A Casa del Doc”

This Rulebook is necessary in order to avoid misunderstandings or controversies with the Guests of our B&B, it represents the expression of the quality of our services and the objective we would like to achieve: To make sure our Guests live a nice stay as they wish.

At your arrival, it is our Pleasure to greet you and to give you some useful informations in order to make your stay with us enjoyable.

Before Showing the Rooms and giving the keys to you, it is necessary for us to Formalize the registration of our guests: so we gently ask you to give us an identification (that is still valid), for every single Guest (Passport, ID Card or License), which is necessary for registration, expected by the active regulation that is about Public Security. The non-observation of this obligation is Violation of the rules of the Penal Code and so we will be forced to ask for your immediate leaving of the B&B. Personal Data will be Treated in accordance with privacy Regulation.

Payment of the import of the entire stay must be regularized at the delivery of the Room Keys. Also for Public Security Motives, in our B&B, access is forbidden to other people who are unrelated with the registered guests.

The day of your arrival, Rooms will be at your service from 1 PM (Check-In) and the day of your departure, they must be freed before Half past 10 AM (Check-Out) in order to us to clean and reorder them.

We Ask you to take Care of Our House such as we will take care of you, in order to not unfortunately charge you the imports necessary of repairs, substitution and Cleaning, in case of improper use, negligency or Carelessness of the structure, its equipment and the objects in use. Every single Object in our House reminds Us a Moment, A Place, An Emotion, A Dear Person and for this we recommend you to not take away from us the objects which are for us a part of our lives. For certain robbery we will be forced to resolve things with Law's help even if this won't help us to remove displeasure.

In your room you can use: Air Conditioners, Digital TV, Fridge bar and Coffee Machine. Bathrooms are equipped with Hairdryers. It is Forbidden to use in the rooms and in all the structure warmers, electric stoves, gas ovens and simile, because they can cause damage.

You will also find in your rooms a Remote for the Air conditioner and one for the TV, those must be given to us the day of the check-out.

We Finally Recommend you to correctly use the hygienically services, to not thrash anything inside the Toilets but into bins specially designed for this.

Cleaning of the Rooms and of the services will be made journaly with the change of the towels which are requested to be cleaned, left on floor inside the Shower; Those who are hanged will not



be changed. Changing of the sheets will be executed every 3 Days and Obviously every time of guest changing.

Kids and children always must be under control by an adult person and those are responsible of the behavior of minors who are been entrusted to them.

It is extremely forbidden to smoke in ambients, on balconies and into the rooms. The observance of this simple rule is born from the exigence of tutoring those who not smoke or who will come after you, as well as being a rule for the prevention of bonfires. If you can't help it, you can smoke in the Garden where you will find ashtrays we will kindly ask you to use. Plants are also part of our lives!

Relax Zones, inside and outside of the house, can be used but exclusively under your responsibility, observing the few exposed rules and by negating property of every single possible responsibility for every kind of drawbacks that can derivate from it; we also suggest you to not leave personal objects in common areas for the same motive.

We will have the pleasure to serve you breakfast from 8 AM to 10 AM; if you have special requests feel free to communicate them to us.

In the two rooms equipped with balcony, it is possible to bring small size pet animals, this on request at the day of booking, with an extra price of 20 Euros for final Cleaning.

But in case of lack ness of observancy of classic cleaning rules or damages caused by animals we will have the rights to ask for a refund equal to the necessary cost of cleaning and/or repairs. Animals must be continuously be watched by owners who, in respect of other guests, mustn't leave them unguarded at the intern and/or extern of the structure, taking full responsibility for damage caused to people and things.

It is superfluous to remind you that:

- *We will not be accounted for eventual disservices caused by total or partial lack of furniture such as Electricity, Water, Telephone Line, Internet Connection which are not depended by us;*
- *Inside the B&B, at every Single Hour, Behaviors, activities, games and use of devices that cause disturb to other guests must be avoided. In accordance with the rules of the B&B and with the rules of Municipal Police Silence is requested to be observed from 2PM To 4PM and from 10PM To 8 AM;*
- *We Remind you that during your stay, it will be our right to send away, with our unchallengeable Judgment those who will become unwanted or those who haven't followed Rules.*

WE INFORM YOU THAT

In case of Breaking or Loss of the keys given to you (gate, reception entrance, access door, room), general light activation card and remotes (air conditioner and TV) Found inside the rooms, it is expected a charge based on the damage caused, with a maximum of 300 Euros.



Confirmation of your booking is evidency of reading and acceptance of this List of Rules

SERVICES OFFERED

Those services in rooms and common areas are at your disposal and are included in the price:

- *Free Wi-Fi Line;*
- *Conditioned Air in Rooms and Hairdryers;*
- *Breakfast Rooms with the disposal of a Fridge, Coffee Machine, boiler, Microwave Oven, Toaster;*
- *Wide Space to Park in front of the house.*

Booking Modalities are

- *Send an email to info@acasadeldoc.it including name, surname and address of the applicant, booking dates, number of chambers and beds. Once there is verification of availability you will be soon receiving an email or you will be contacted by telephone (if you sent us your telephone number) in order to conclude.*
- *Phone to Nr. +39 3737124252 and give us the data asked before*
- *At the time of the booking of the chamber a deposit of the 30% of the total import will be asked. Payment Modality of this will be communicated by the confirmation email of avaibleness, which you will be receiving after your request*

CANCEL PENALTY

If The client decides to Cancel a Booking it must confirm it by e-mail or by telephone.

In case of Cancel or Changing made 7 Days Before the expected Arrival Date cost will not be charged

In case of Cancel or Changing made 1 Day Before the expected Arrival Date the 100% Cost of the First Night will be charged.

In Case of Cancel or Changing made after This Term or in case of No Showing full import of the Stay will be Charged.

A Casa del Doc B&B is not responsible of cancel caused by major forces (such as natural catastrophes, bonfires, wars and social-political events).

PAYMENTS:

Payments can be made by:

- *Cash;*
- *Bancomat or Credit Cards (Pago bancomat, Visa, Mastercard, Maestro), Because the structure is equipped with POS;*
- *By Bank Transfer which its account details will be showed at the time of The Acceptance.*

We thank you for your attention and we look forward to Bed &Breakfast “A Casa del Doc”