



Regulations Home Away Livorno

ART. 1 BOOKING

- 1.1-The booking can be made by telephone, fax and email or via the online booking system
- 1.2-At the time of booking the number of people who will occupy the apartment, their name, date of arrival, date of departure and time of arrival must be indicated, all to avoid unpleasant inefficiencies or waiting at check-in.
- 1.3-To confirm the booking, a credit card number with expiry date is required.
- 1.4 - For bookings made online, the conditions of the offer currently visible on the site of the structure and confirmed by the user will be respected and accepted by the user.
- 1.5 - For stays of minimum 30 nights, a deposit of 30% of the amount due for the booked stay will be required.
- 1.6-The payment of the deposit can be made by credit card, bank transfer or cash (ART. 12)
- 1.7-The balance of the stay must be paid upon arrival

ART. 2 ARRIVAL

- 2.1-Check-in can be done between 4pm and 8pm of the arriving day.
- 2.2-When receiving the key, every guests is required to fill the notification form, to surrender a valid ID card and to sign this regulation as acknowledgment.
- 2.3-In the event of lost keys, guest must communicate it to Management that will provide a substitute key debiting the relative costs.
- 2.4- The possibility of performing Self Check-in is confirmed in the event of arrival outside the opening hours of the Welcome Desk, again upon request and availability of personnel at the Desk.

ART. 3 APARTMENT EQUIPMENT AND CLEANING

- 3.1-Each housing unit is fully furnished, equipped with furniture, furnishings, linen and equipment that guests must keep with due care and not bring outside the housing unit.
- 3.2-The bathroom linen with complete courtesy line and bed linen is always included and present on arrival, will be guaranteed, only on weekly and monthly stays, a total linen change during the week of stay and a change per week on monthly stays.
- 3.3-In the basement room there is an automatic laundry room available for guests with dryers and washing machines at the cost of Euro 3.00 for that of 9Kg, and Euro 5.00 for the 14Kg one. in cycle. Dryer Euro 3.00 per cycle, including detergents.
- 3.4-The structure is equipped with free WIFI connection and TV system connected to digital terrestrial.

ART.4 BEHAVIORAL NORMS

- 4.1-Is forbidden to smoke inside the property. Offenders shall be subject to administrative fines by Art. 51, law N° 03 of January 16 2003.
- 4.2-Guest can use every common space inside and outside the property following good manners and respecting others.
- 4.3-Every damage and deterioration caused by guests to the equipment inside the property or in the green areas must be paid by same guest.
- 4.4.-Must be respected the rule forbidding noisy activities between 2:00pm and 4pm and from 11pm to 8am.
- 4.5-Overnight stay is allowed only to people indicated when booking. Any non-compliance with this article will result in a supplement of Euro 50.00 for each night of the stay or assuming this and in the same conditions as the booking of the booking party.
- 4.6-Use the balcony to hang out the laundry is forbidden except on the clotheshorse of every apartment.

ART. 5 POOL

- 5.1-Pool is open and available to guests since June 1. to September 30. of every year. The opening hours are: June/September 10am-7pm, July and August 10am-8pm.
- 5.2-Guests can be allowed to the pool after registration and payment of 10 euro extra.
- 5.3-Children must use the pool only with an adult supervisor.
- 5.4-Please see the complete regulation attached.
- 5.5- Entrance to the swimming pool is reserved only for Guests of the Holiday Home, entrance to external persons is not permitted
- 5.6-The use of a swimming caps, is compulsory.

ART. 6 ANIMALS

- 6.1-Are Welcome with request to the Welcome Desk. Charge may apply of Euro 10,00 per stay.
- 6.2-Leaving your animals alone in the apartment is forbidden.
- 6.3-Animals are not allowed in the green areas of the property.

ART. 7 EXTRA SERVICES

- 7.1-Extra cleaning with linen change: Euro 50,00
- 7.2-Bedroom linen change Euro 20.00 for king size bed, euro 15,00 for single bed, bathroom linen change Euro 10.00 per person.
- 7.3-In the basement are available for guests some garages to park the car, cost Euro 15.00 per day o



Euro 70.00 per week o Euro 120.00 per month.

ART.8 THEFT AND/OR LOSS

8.1-The management declines every responsibility for loss, theft or damage to clients objects and/or to guests of them happened inside or in the outdoor area of the property.

ART.9 DEPARTURE

9.1-Check-Out must be registered before 10am after redelivery of the keys. In case of loss and / or non-return of keys, a penalty of Euro 5.00 per key will be applied.

9.2- Final cleaning fee of Euro 15,00 for stay till 6 nights, Euro 50,00 for weekly stays and Euro 100,00 for a monthly stay.

9.3-At the time of departure the customer must provide for the general reorganization of the apartment and for cleaning the kitchenette and dishes and not to leave garbage in the apartment but to use the special containers differentiated in the spaces indicated in the sign posted in the kitchen area. Otherwise, there will be a supplement of € 25.00.

9.4-The cleaning of the kitchen and dishes is the guest's responsibility. At departure, it must be left clean and tidy; otherwise, an extra charge of Euro 25.00 will be calculated.

9.5-When checking-out, the management can visit the apartment to verify any damage or deterioration. These can be signaled in the next 24 hours together with a refunding request.

ART. 10 CANCELLATION

For stays less than 30 nights:

10.1-Booking cancellation or in case of early departure, a notice of at least 48 hours is required, one night penalty in the event of non-compliance with the indicated terms.

For stays from 30 nights upwards:

10.2- 30 days before the date of arrival is not subject to any penalty.

Cancellation is made between the 29th and the 15th day of the scheduled arrival date, the penalty will be 30% with loss of the deposit if already paid. Penalty will be equal to 100% of the price of the stay if the cancellation it will be made later than the 15th day from the date of arrival.

10.3-In case of release of the apartment before the scheduled date, a notice of at least 30 days is required. Failure to comply with the deadline corresponds to the payment of 50% of the following month.

10.4-In case of non-arrival without communication the penalty will be equal to the cost of one night or the amount paid as a guarantee / deposit.

10.5-For online bookings the terms and conditions of the offer will be respected.

ART. 11 BAIL

11.1- A credit card will be required at the time of booking or upon arrival as a deposit. Failure to do so will require a deposit of Euro 150.00, which it will be returned after verification of any damage.

11.2-In case of damages of a higher amount the payment of the additional amount due will be required.

ART. 12 PAYMENT

12.1-Payment for the stay and the deposit can be done through bank transfer on the bank account of: FONDIARIA SAFFI S.r.l.

Banco BPM

IBAN IT45A050341390000000007180

SWIFT BAPPIT21T00

12.2-Accepted credit cards: Visa, Mastercard, American Express, Maestro and Bancomat

Payment in cash are accepted only for amounts not over Euro 999,00.

12.3-Postal order: Fondiaria Saffi srl Via Urano Sarti, 61 57128- Livorno

12.4-Cheques e Traveller Cheques are not accepted.

ART. 13 WELCOMING

13.1-The welcoming point inside the property is available for guests every day from 8am to 12am and from 4pm to 8pm.

13.2-For any information, request or need is available for guests the phone number: +39 335 7951846.

ART. 14 OTHER

14.1-This regulation is to be considered as part of booking request and is meant as known and accepted by the client when booking.

THE MANAGEMENT