

REGULATION LIFESTYLE LUXURY SUITE – HOME AWAY LIVORNO HOLIDAY HOME

ART. 1 BOOKING

- 1.1-Booking can be done by phone, fax, email or online booking system.
- 1.2-When booking you'll need to indicate the number of people that will be hosted in the apartment, their name, arrival date and time, departing date. This to avoid unpleasant disruptions.
- 1.3-To confirm a reservation of 7 nights minimum is required a deposit of 30% of the amount with a credit card as guarantee. For less than 7 nights staying is required a credit card with expiration date and/or direct payment depending on the offer of the moment. The management will control the credit card to verify the validity.
- 1.4-The deposit can be regulated with credit card, bank transfer or postal order (ART. 12).
- 1.5-The balance of staying need to be regulated at the 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-Every apartment is completely furnished and equipped of bedroom and bathroom linen that guests must use with care and not bring out of the apartment.
- 3.2-Bedroom and bathroom linen always included on arrival and change will take place once a week from 8 days stay and over.
- 3.3-The kitchenette and dishes cleaning is on the guests.
- 3.4-In the basement is available for guests a coin laundry service with washing machine and dryer.
- 3.5-The property is equipped with Wi-Fi connection and TV.

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- Children must use the pool only with an adult supervisor.
- 5.3- Please see the complete regulation attached.
- 5.4- Entrance to the swimming pool is reserved only for Guests of the Holiday Home, entrance to external persons is not permitted
- 5.5-The use of a swimming cap is compulsory

ART. 6 PETS

6.1-All Pets are not allowed.

ART. 7 EXTRA SERVICES

7.1-Total additional linen change on request during the stay: Euro 75.00

7.2-Only change of bed linen Euro 30.00 for double bed, only change of towels Euro 15.00 per person.

7.3-Car garages in the basement of the structure are available for guests at a cost of Euro 15.00 per day or Euro 70.00 per week or Euro 120.00 per month.

7.4-Final Cleaning Costs: Euro 100.00 for stays from 1 to 28 nights; Euro 150.00 for monthly stays, from 28 nights onwards. The costs indicated are always one-off.

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-When departing the client must clean up the apartment and especially the kitchenette, dishes, glassware and cutlery.

9.3-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.

9.4-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

10.1-For stays from 1 to 6 nights:

-Free Cancellation up to 2 days before the arrival date, without penalty. Early departure must be communicated up 48h before. In case of cancellation after the indicated terms or in case of no show, the cost of the first night will be charged to the credit card. In case of early departure, the total cost of the stay will be charged.

10.2-For Weekly stays

-Free cancellation up to 7 days before arrival. The Guest pays ONLY the first night the 6 days before the arrival. If the Guest doesn't show up, they'll be charged the total price of the reservation. In case of early departure, the total cost of the stay will be charged.

10.3-For stays longer than 29 nights:

10.2- Cancellation 30 days before the arrival date no penalties will be charged.

If cancellation is communicated between the 29° and 15° day before the arriving date, the client must pay the 30% of price. If cancellation is communicated after the 15° day before the arriving date, the client must pay the 100% of price.

10.3- In case of early departure there will be no reduction in the total price, furthermore the guest must communicate the it at least 30 days before, if not the penalty will be 50% of the following month rate.

10.4-In case of no-show, the client must pay the price for one night stay. The cancellation methods may vary depending on the offer proposed at the time of booking.

ART. 11 BAIL

11.1- The deposit to be paid upon arrival will be equal to Euro 200.00 and will be returned after checking for any damage.

11.2-If there are more expensive damage, will be required to pay the extra amount.

11.3-A credit card will in any case be requested at the time of booking or upon arrival

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-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: +39 388 1621600.

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