

THE HOUSE RULES

We are pleased to welcome you to the villa "Divina Charme srl"

We invite you to read our rules of procedure.

The behaviours to be observed in our villa are not only those sanctioned by law, but above all those dictated by common sense and mutual respect.

Room cleaning: The manager can access the rooms, if free, for daily cleaning. If the rooms are occupied during the cleaning time, the room will not be cleaned daily.

Method of payment: The villa is authorised to accept credit cards and debit cards. Cheques are not accepted.

The tourist tax of € 0.00

Check-in time at 14:00 and check-out: 10:30

Rooms are available from 14:00 and must be vacated by 11:00 on the day following the last overnight stay (guests can (or cannot) leave their luggage in custody by the manager).

Please note that in case of early departures there are no refunds unlike check-out if not respected the Management will charge a cost of € 60.00 postponing check-out to 13:30

Registration: The guest upon arrival is required to show a valid identity document, for registration in accordance with the current legal provisions.

The data provided will be processed in compliance with the confidentiality and security obligations regulated by current legislation, will be processed exclusively for purposes relating to the activity and will not be disseminated.

Number of persons: persons whose ID has not been registered or without the consent of the owner is not allowed to enter our villa.

Pets not allowed.

In order to comply with the hygiene and safety rules and to respond to any health problems of other residents, it is not allowed to introduce animals into the structure

Breakfast time: Breakfast is served from 07:30 to 10:30 (in case of special needs the time must be previously agreed with the manager).

**Prohibitions:**

- Smoking is prohibited inside the common areas and rooms while in the garden and on the balconies you have to use the ash canes;
- It is forbidden to throw diapers and anything that can clog the pipes into the toilet. Please note that there are the appropriate baskets;
- It is forbidden to wander around the villa with clothes that could offend other people's modesty;
- It is forbidden to accommodate animals, it is forbidden to use stoves for cooking food in the rooms;
- It is forbidden to introduce food and alcohol into the facility;
- Unauthorised parties are prohibited;
- It is forbidden to scream and speak out loud;
- It is forbidden to dive into the pool;

Obligations of the guest:

- The guest is obliged to compensate for the damage caused to the villa and for the improper use of the complementary equipment;
- Total silence must be observed from 10 p.m. to 8 a.m. and from 2 p.m. to 4 p.m. In any case, behavior must be maintained that at no time of the day and in no way harms the tranquillity of others;
- It is mandatory to turn off the lights, (re removing the Card) the television and other systems when you leave the room.

Recommendations:

- Guests are invited to watch over their own objects as the owners of the B&B are not responsible for their custody;
- Guests are invited to close the master gate, the front door and take care of the keys;
- Do not leave the card unattended.
- Guests must return the cards before departure.

The Management

The Guest

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