

# Guest guidelines

To make your stay in our hotel as pleasant as possible, carefully read the rules and rules of conduct established.

Upon confirmation of booking, the following regulation is tacitly accepted.

We renew the welcome, thank you for choosing us and wish you a happy and pleasant stay.

## INTERNAL REGULATION

Guests are invited to observe the following rules, in order to allow a pleasant stay for others and for themselves:

- Documents: Upon arrival, the kind guests must be provided with identification documents in order to fill out and communicate the presence to the police bodies, including the minors;
- As a guarantee, the credit card used for booking will be requested at check in. Otherwise, you will need to provide an authorization form signed by the holder if it is not present. Alternatively, a deposit of € 50 must be paid.
- The rooms of the hotel are available from 2 pm on the day of arrival and must be vacated by 11:00 on the day of departure unless otherwise agreed with the hotel management.
- On the day of departure, the stay will be paid (if not already paid during the booking) and the cost of any consumed / extra charged / tourist tax if not paid during the check-in; payment methods are accepted: cash, debit cards, credit cards, bank transfer.
- For those wishing to keep the room, the day of departure, after the scheduled time (and no later than 19.30), they can do so only if available and subject to authorization by the management that will charge a supplement, the amount of which varies according to the seasonality of rates.
- Customers who leave early are required to pay the room for the remaining days of the booking in accordance with art. 1385 -1386 cc and subsequent amendments.
- The keys to the room must be returned to the reception desk. Rates are per day regardless of the time of arrive.
- • Breakfast is served from 07:00 to 10:00. Takeout any foods from the buffet tables is forbidden. For any needs, contact the hall staff.
- • Please promptly report food intolerances and allergies to the staff.
- Guests wishing to leave at night or in the morning before 07.30 am will have to check out, and the balance of any extras and tourist tax, the night before departure.
- • It is absolutely forbidden to bring people who are not registered into the room; the visits must be authorized by the Management; any guests must necessarily leave an identity document at the reception which will collect at the exit of the hotel;
- • The visits involving overnight stays in the same room as guests, by external guests, they must be previously authorized by the Management. An additional charge will be applied as per the price list. They will be reported to the P.S. all the people, found inside the hotel, not authorized;

- Parents of children or young people (or who exercise their authority) are responsible for acts performed by minors within the hotel, they are required to monitor them and make sure they maintain correct behavior towards other guests and are obliged to respect of silence;
- • It is strictly forbidden to smoke inside the rooms and in the structure. Smoking is permitted in open spaces or outside on the terrace.
- • Prohibitions: It is forbidden for safety reasons to use in the rooms any stove, flame and ironing irons. To wash or roll out the linen, contact the room staff. In the hotel there is also a laundry service. For rates and collection of washing bags please contact the reception. It is forbidden by the municipal regulation to hang cloths on the windows. It is also forbidden to use inappropriate spaces inside the rooms to place suitcases, clothes or linen.
- Our hotel is eco-friendly, so please put your towels on the floor if they need to be replaced. Please do not waste water and electricity, when you leave the room, please close everything.
- • Any damage to the structure, objects or furniture of the hotel will be debited to the account of the customer who caused them.
- • Deposit of values: The management declines all responsibility and can not reimburse anything for goods not stored in the room's safes or left in storage in the main safe of the hotel. If the customer does not consider the safe of the room suitable for the custody of personal values, the hotel management offers a deposit and custody service. For the legislation of the civil code the management has the obligation to accept in custody, valuables, cash and valuables, but can refuse to store dangerous, bulky, or valued items deemed excessive.
- During the hours from 11:30 pm to 7:00 pm customers are required to observe a behavior that ensures that guests' rest is not disturbed. Use of television or radio is permitted with moderate volume.
- The cleaning of the rooms / bathroom and change of towels is done every day, the take over of bed linen every two days. For those who want to take over bed linen every day, communicate in the reception office and a surcharge will apply. Any damage caused to the furniture due to negligence will be charged at the cost of reinstatement.
- For small emergency operations, The Hotel is equipped with a basic medical kit (patches, hydrogen peroxide, gauze, etc.) located at the reception. For more serious emergencies, the guest can ask our staff to contact the emergency services.
- Access to animals, even small animals, is not permitted.
- The hotel is open 24 hours a day. For night service in case of emergency please call the numbers from the hotel telephone: 9 or the emergency numbers of the authority 112 - 113.
- It's available a shuttle service or bus service for a fee. Ask at the reception staff.
- • Wi-Fi is free for the exclusive use of hotel guests. The Internet Point is located in the sitting area above the reception.
- • To make calls outside the hotel, dial 0 + desired number.

- • In case of suspension of electricity supply due to Enel or suspension of water due to the aqueduct or other causes of force majeure, the management declines all responsibility and is not required to make any refund;
- • Tourist tax: the tourist tax of € 6, per day and per person, is not included in the hotel rate and it must be paid separately at check in. The hotel collects the tourist tax on behalf of the municipality of Roma Capitale.

A copy of the aforementioned regulation is available at reception and can be provided to guests who request it.