

## **CIVIICO** **INTERNAL REGULATIONS**

Dear Guests,

Welcome to our Guesthouse, please find out below the general terms and conditions relating to your stay.

Thank you for your kind cooperation, we wish you a pleasant stay.

The Management.

### **GENERAL CONDITIONS**

1. These regulations are an integral part of the contract stipulated between CIVIICO (from now on also called "accommodation" or "Guesthouse") and the Guest (from now on also called "Client") and, therefore, a booking at our facility and the acceptance of the same by CIVIICO implies the total acceptance of the General Conditions.

2. All guests are required to comply with CIVIICO's internal regulations, which can be consulted at the reception, in the brochure displayed in the rooms and on the website [www.civiico.it](http://www.civiico.it). It is also shared with guests via e-mail when requesting a stay.

3. Gatherings of people and, in general, any activity that could disturb the quiet of other guests is strictly prohibited.

4. The Management reserves the right to expel anyone who engages in inappropriate behaviour, not respectful of other guests, as well as to take legal action against the offender and, if necessary, request a police intervention.

### **RESERVATIONS**

Reservations can be made as follows:

1. Directly at the Guesthouse, the customer's consent will be sufficient in this case.

2. Via email, by sending a written request to [info@civiico.it](mailto:info@civiico.it)

3. Online, using the link on our website [www.civiico.it](http://www.civiico.it)

We apologise but we cannot accept requests via Social Media apps (Whatsapp/Messenger).

For any information, you can contact us by email at [info@civiico.it](mailto:info@civiico.it), or by telephone at the following numbers: +390173560584 (after hours at +390173560599 / +393357025012).

After booking you will receive an e-mail confirmation with all the necessary information.

The reservation is considered successful once we receive payment confirmation or communication of credit card details as guarantee.

### **DEPOSIT**

At the time of booking, a deposit equal to 30% of the amount of the entire stay is required, which can be paid:

- By bank wire transfer to:

ROGGERO MARIA PIA

IBAN IT09S0853045980000270101099

- Preauthorisation on credit card

CIVIICO preauthorises the credit card to guarantee future payment: the details of the card will be verified, requesting its validity from the circuit to which it belongs and submitting it to a preauthorisation.

This operation will temporarily block the specific amount of the deposit and will be charged at the time of check-in. Payment for the stay is required upon check-in (except for non-refundable rates for which payment will be made at the time of booking, with no possibility of reimbursement in case of cancellation, or for cancellations outside the terms or No-Show).

### **CANCELLATIONS**

The deposit will be fully refunded for cancellations notified up to 7 days prior arrival.

Cancellations communicated after the aforementioned deadline, or in case of failure to cancel, the deposit will be fully withheld. The Management reserves the right to agree with the customer on the possibility of using the deposit held in other periods, depending on availability.

### **CHECK - IN / CHECK - OUT**

When booking guests are kindly asked to indicate their estimated time of arrival.

Check - in: the availability of the rooms is guaranteed from 15.00 to 19.00. In case of early arrival, if the room is already available it will be assigned immediately, otherwise it will be possible to leave the luggage at the property. Self check-in after 19.00; in case of late arrival, it must be promptly communicated by calling +393357025012 (also via sms); a specific email will be sent to you with all the instructions for express check-in and automatic key delivery.

Check - out by 10.30.

### **ACCEPTANCE**

A valid ID will be required upon arrival.

### **PROCESSING OF PERSONAL DATA**

Pursuant to Article 13 of Legislative Decree 196 of 30.06.2003, all personal data will be processed exclusively for the purpose of fulfilling tax obligations (drawing up invoices, recording data, etc.), sending advertising material and commercial promotions.

### **PAYMENT OF YOUR STAY**

Payment for your stay must be provided upon arrival, at the same time as check-in, unless the customer has already paid in advance, following instructions on the site at the time of booking, or has opted for a non-refundable rate.

### **EARLY DEPARTURES**

There are no refunds for early departures.

Customers who leave early are required to pay for the room for the remaining days of the reservation.

Customers wishing to leave in the morning before 8.00 will have to check out the evening before departure.

### **GUARANTEE**

As a guarantee, the credit card used for the reservation will be requested upon check-in.

Alternatively, a deposit of € 100 must be paid.

### **DAMAGES**

Guests are required to observe adequate conduct that respects the state of the place during their stay, which must be returned in the same condition in which it was presented. Upon departure, the staff in charge will carry out a check of the rooms and in case of damage and theft, the Guesthouse reserves the right to quantify the compensation due, in any case withholding the security deposit of Euro 100.00 as a down payment.

## **SERVICES AND ROOM AMENITIES**

Acoustic soundproofing with triple glazing.  
Standard double beds with Simmons mattresses.  
Pillows in addition on request.  
Customer adjustable air conditioning.  
Free Wi - Fi.  
Smart TV with satellite for foreign channels.  
Minibar with drinks.  
Espresso coffee machine.  
Kettle for tea / herbal teas.  
Safe-deposit box.  
First aid kit.  
Bed linens and towels.  
Courtesy products.  
Hairdryer.

## **RATES**

The rooms have a maximum capacity of n. 2 guests, with an additional third bed for children up to 15 years of age. The property observes the following rates:  
Double room from € 150.00 to € 270.00.  
Double room for single use from € 130.00 to € 180.00.  
Third bed in addition 20 euros / night per person.  
Free cot / crib and high chair.

The rates are per day, regardless of the time of entry. The price of the stay does not include the tourist tax of € 1.50 per person / per night, which will be paid separately at check-out.

## **CLEANING**

Room cleaning is carried out every day by 15.30, if guests are not present; if the room is occupied, cleaning is postponed to the following day. An afternoon turn down service is provided, unless otherwise requested by the guest. The bed linens change service is provided twice a week. The bathroom linens change service is provided 3 times a week, unless otherwise indicated by the guest. To help preserve nature and the environment, we kindly ask you to deposit on the floor only the towels that need to be washed.

## **DEPOSIT OF VALUABLES**

Each room has an electronic safe in which to store money or valuables; the Guesthouse declines all responsibility in case of theft or loss of personal effects left unattended by the customer.

## **PARKING AREA**

The property does not have private parking, but free public parking is available in the immediate vicinity (15 m). It is however possible to temporarily park in the courtyard of the Guesthouse for loading and unloading of luggage.

## **RULES**

Smoking is strictly prohibited in the rooms and inside the common parts of the building. For safety reasons it is forbidden to use cookers, food warmers and electric plates in the rooms. It is forbidden to let unregistered people into the room.

A copy of the General Conditions & Regulations is available at the reception and can be issued to the Client upon request.

The Management.