

# HOUSE RULES

For a quiet and respectful stay, guests must behave and respect the relationships with others, in compliance with some simple but essential rules:

1. lodgers may access the property with a set of keys that is delivered on the day of arrival. As soon as the keys are delivered, lodgers take responsibility to cover the cost in case they go missing (cost to redo them: 50 euros; average time: 7-15 days). Only registered people who stay overnight can access the apartment;
2. remember to lock the doors and windows/blinds tightly (and to take the keys with you) when leaving the apartment;
3. lodgers are required to keep the apartment and the common areas in order to avoid theft;
4. silence is required at night (from 10:00 p.m. to 8:00 a.m.), so please do not use any electronic appliances during those hours;
5. to respect the environment, you are advised to turn off the air conditioning when leaving the apartment;
6. it is best to not open the windows if the light is on in the evening since it can attract insects, including mosquitoes;
7. we invite you to air out the apartment at least once a day.

## **IT IS STRICTLY FORBIDDEN:**

1. to turn 2 or more appliances at the same time since it can cause the power to disconnect; if this happens, there will also be suspension of the light, blockage of the boiler, and then of the entire apartment. The electric meter is not in the apartments and is not accessible to lodgers without the owner, who may not be in town;
2. to smoke inside the building, common areas included. Smoking is only permitted on balconies or terrace and outdoors;
3. to use stoves or heaters different to the ones provided to cook food or prepare beverages. It is also strictly prohibited to leave cell phone chargers inserted if the cell phone is not plugged in;
4. to tamper with smoke/gas/carbon monoxide detectors and/or fire extinguishers and alike etc;
5. to turn the air conditioning on if the windows are open, so that we may avoid waste and system blockage due to overheating;
6. to wash electrical appliances in the dishwasher (electric kettle, toaster, etc.), coffee maker included;
7. to clean with the wrong products such as dish soap for the dishwasher (never under any circumstances should it be used!), or products that are too aggressive for sinks, kitchen hood and wooden or non-wooden furniture;
8. to move furniture from one room to another or from one apartment to another without the owner's permission;
9. to throw any obstructing materials into the ducts that could block the pipes (use the waste bins in the bathroom)
10. to throw or deposit garbage or waste into inappropriate containers;
11. to keep animals or bring bicycles into the apartment (use the garage);
12. in the **Castello** apartment, DO NOT hang your clothes on the balcony of the bedroom since it is located above the open passage to access the building; in the **Stivo** apartment, DO NOT put your shoes outside the door on the terrace; put them on the windowsills instead or inside.

## **WE ALSO REMIND YOU THAT:**

1. In Italy legal apartments like ours, that are owned by private owner, cannot provide guests with food nor with body hygiene or cleaning products (toilet paper, soap, etc.);
2. there is no reimbursement for early departures, unless agreed otherwise;
3. unless they are made through Online Travel Agencies, payments must occur via bank transfer and/or cash. As privateers, we do not have access to a POS. Payment upon arrival must be delivered in cash, as well as the tourist tax;
4. check-in will take place between 5 p.m. and 7 p.m. unless specifically requested otherwise;
5. the apartment is delivered clean and with bed and bathroom linen; no further cleaning nor extra supply of sheets and towels will be provided, because they are prohibited;
6. garbage must be managed in accordance with the law. Non-recyclable is collected outside the gate on the night of Friday in its bin with handle, while the rest of the recycling has bins in the garden;
7. It is also not possible to stay on the terrace since its use is exclusive for guests of the Stivo apartment, but there are 2 balconies with chairs and a table. Remember not to leave moving objects on balconies, because the wind could cause them to fall downstairs on cars or on people;
8. we recommend you do not leave objects in common areas, except in the garage which is accessed from the garden where you can leave your bike and sports equipment. Upon arrival, the garage key is present in the delivered set of keys, if requested;
9. for safety reasons, children under 12 are not accepted;
10. in the Castello apartment the washing machine must be used with detergent in tablets (or with liquid detergent placed in the drum with its plastic cap). You must not try to insert it directly into the washing machine basket.

## **UPON DEPARTURE:**

1. the apartment must be left by 10 a.m.; cleaned, such as the kitchen with appliances, dishes, pots, etc. The deposit will be unlocked/returned only after the owner has checked the apartment;
2. after 10 a.m. we will charge guests with another full day of stay without them being able to use the apartment (unless previously agreed with the owner);
3. the garbage must be emptied entirely upon departure. No garbage must remain in the apartment upon departure, including in the refrigerator;
4. the keys must be handed over to the owner. For emergencies you can contact this cell phone number: +39 346/8543440 (Arianna)