📘 House Rules

We kindly ask you to read and respect these simple rules, to ensure a safe and pleasant stay for everyone.

🔑 Check-in & Check-out

Check-in: available in the afternoon, from 14:00 - 21:00. (Flexible by prior arrangement.)
Check-out: by no later than 10:00.
We kindly ask you to communicate your arrival time within the previous 24 hours to ensure the best possible welcome. In case of unforeseen circumstances, you can contact us on WhatsApp to inform us of your new arrival time.

Documents: Upon arrival, it is mandatory to present a valid identity document for the registrations required by law.
The data you provide will be processed in compliance with the confidentiality obligations regulated by law no.675 of 31/12/1996.

Additional guests are not allowed. Access is limited to the people included in the booking.

🅿️ Parking

The entrance is completely independent. Parking is inside the property and accessible through an automatic gate, making it easy and convenient to come and go at any time.

Upon arrival you will be given the room keys and a remote control for the gate, which must be returned at the end of your stay.

In case of **loss or damage** to the accommodation keys or **the automatic gate remote control**, **reimbursement** equal to the cost of replacing or reprogramming them will be required.

The gate **must always be closed again** after every entry or exit, to ensure security.

🧺 Linen

Bed linen and towels are provided clean at the beginning of the stay, including an extra set of towels that you will find in the wardrobe.

It is not permitted to use sheets or blankets for purposes other than their intended use (e.g. taking them outside, using them as covers).

If during your stay you need an additional change, it can be requested for **a small additional charge.**

Upon arrival you will find the accommodation **clean, tidy and ready for your stay**, with everything you need to feel at home. If you notice something that is not right, we invite you to let us know immediately: we will be happy to help you.

🔌 Use of appliances and TV

The **appliances** in the room are entirely at your disposal.

We kindly ask you to use them correctly and safely:

- the **coffee machine** must only be used with the capsules provided;
- the **kettle** must not be filled beyond the indicated level;
- the **refrigerator** is intended for drinks and small food items; avoid placing hot food or open containers inside.

The TV is equipped with a remote control and can be used freely.

We kindly ask you to:

- keep the volume moderate, especially during the evening and morning hours;
- not change the advanced settings (language, channels, configurations);
- avoid disconnecting cables or devices.

Electrical outlets

The outlets are intended for charging personal devices.

For safety reasons it is not permitted to connect high-power appliances such as space heaters, hot plates, irons or similar devices.

🔥 Air conditioning

Air conditioning is available to guests. We kindly ask you to use it responsibly, avoiding leaving it on when you are not in the room or with doors and windows open.

🧯 Electrical safety

In case of malfunction of an appliance, we kindly ask you not to attempt repairs yourself and to inform us immediately.

Incorrect or improper use of the appliances that causes damage or malfunctions requiring **repairs, replacements or professional intervention** may result in a request for compensation, calculated based on the actual cost of the service or the damaged item.

To ensure the safety of the accommodation and guests, it is **strictly forbidden** to use candles, tea lights, incense or any open flame.

🐾 Rules for pets

Pet welcome kit

We are happy to welcome pets, provided that you inform us in advance.

Upon arrival you will be provided with a **dedicated kit**, consisting of:

- bowls for water and food;
- cushion/pet bed;
- **protective covers** that must be used on beds, armchairs, etc, if the pet gets on them.

Pets must not be left alone in the room

Pets cannot be left alone in the accommodation.

This is to avoid:

- damage to furniture or objects;
- disturbance to the neighbourhood;
- situations of danger or stress for the pet itself.

The pet owner is responsible for the **cleanliness** and **behaviour** of their pet throughout the entire stay.

Any:

- damage to furniture, furnishings, linen;
- extraordinary cleaning;
- replacement of objects or textiles;

will be **charged** to the guest.

Permitted areas and behaviour in the garden

Pets are allowed in the room and garden.

In the garden **they must always be kept on a leash**, because:

- **neighbourhood cats** may be present;
- they may encounter our dog (always under our control).

This rule is intended to avoid conflicts or stressful situations between the animals.

Outside you will find a **dedicated bin** with bags for collecting pet waste: we kindly ask you to always use it.

🔇 Noise and behaviour

Quiet hours

To ensure peace and quiet for all guests and the neighbourhood, we kindly ask you to respect the quiet hours:

from 22:00 to 8:00.

During these hours it is necessary to avoid noise, loud music, animated conversations or any activity that may disturb the peace.

🚭 Smoking

No smoking indoors

Smoking is **strictly prohibited** inside the accommodation.

The prohibition includes:

- cigarettes, cigars, pipes;
- electronic cigarettes and similar devices;
- any form of vaping that may leave odours or residues.

Respecting this rule is essential to maintain a healthy environment and to avoid extraordinary cleaning costs, which in case of violation will be charged to the guest.

Permitted outdoor areas

Smoking is **only permitted in the outdoor areas** of the property, while maintaining respectful behaviour.

We kindly ask you to:

- use the ashtrays provided;
- not throw cigarette butts on the ground or in the garden.

♻️ Waste disposal

Inside the accommodation you will find **a bin for general waste** both in the room and in the bathroom, to be used exclusively for small everyday waste (tissues, packaging, bathroom products, etc.).

The sanitary facilities must be used correctly.
Only toilet paper may be thrown into the toilet. Sanitary pads, nappies, wipes, cotton buds and other materials must be disposed of in the appropriate **bins** in the bathroom.

Any damage or maintenance work resulting from improper disposal will be charged to the guest.

We kindly ask you not to leave waste in the garden or in the common areas: **dedicated bins** will also be available outside.

🌿 Outdoor spaces

Relaxation areas

The outdoor areas include **relaxation areas** equipped with seating, small tables and dedicated furnishings.

These spaces are available to guests to:

- have breakfast (when the weather permits);
- enjoy moments of peace and quiet.

The furnishings must be used correctly and left in the condition in which they were found.

It is not permitted to use the garden for cooking, lighting fires, barbecues, or unauthorized devices.

🔐 Personal responsibility and safety of personal belongings

Although the property is **fenced** and **there are no other guests**, each guest is **responsible for looking after their personal belongings** throughout the entire stay.

The property **is not responsible** for the loss of personal belongings, including:

- wallets, documents, keys;
- electronic devices (mobile phones, tablets, laptops);
- jewellery and valuables;
- bags, backpacks or other belongings left unattended.

In case of items that cannot be found, the property **cannot be held responsible**, as it is not possible to verify where or when they were lost.

To ensure the safety of the accommodation and personal belongings, guests are advised to:

- **always close the entrance door** when leaving or returning;
- **close the gate** after every entry or exit.

⚡ Interruptions to water, electricity or internet

The property is committed to ensuring the proper functioning of water, electricity and the internet connection.

However, **any temporary interruptions** due to external causes (public works, network failures, weather conditions, provider issues) **do not depend on the property** and cannot be attributed to the owner.

No refunds or price reductions are provided in case of interruptions due to external causes.

«Thank you for the time you will dedicate to reading the house rules, in which every point has been included to protect both guests and the property and ensure a peaceful and safe stay. We are available for any clarification and wish you a pleasant stay.»

The house rules must be read carefully and at the time of booking they will be considered accepted.