

## Residence Regulations



The Sea all Year round



For the decorum of the Residence and for the respect of the Privacy, as well as for a better quality of their stay and that of others, the Clients and the Management have the duty to contribute to maintain the decorum and the tranquillity of the Residence. This purpose are provided from the following indications of use and of peaceful and civil cohabitation.

- Check-in and check-out

Except for particular needs represented by the customer and agreed with the Management, the Check-in is from 16.00 to 20.00 and Check-out by 10.00.

Customers are kindly requested to inform us of their arrival time and any delays.

- On arrival

Guests must hand over in their identity documents to the Reception for legal compliance. The choice and designation of the apartment is at the total discretion of the Residence Management.

- Payment or reservation balance

After deduction of any deposit paid at the time of booking, the balance of the stay and ancillary charges must be paid on arrival.

For each period of stay, a deposit of € 200,00 in cash is required, which will be returned upon departure, unless any damage and/or shortage caused to the accommodation unit.

We accept payment in cash, with Bancomat and Visa and Mastercard credit cards.

We don't accept checks.

In case of early departures there is no refund of the unused stay.

- Tourist tax

The tourist tax is € 2,00 per day per person - excluding children under 14 years - for a maximum of 7 nights.

- Unit keys

The delivery and release of the keys, and therefore of the accommodation units, must take place during the opening hours of the Reception, from 16.00 to 20.00 unless otherwise agreed with the Management of the Residence.

In case of loss of keys, the Customer is obliged to reimburse the expenses for new copies.



The cost of any undelivered cards is 5,00 € each.

- Departures

On the day of departure the apartments must be vacated by 10.00 a.m. and the entrance cards must be given to the Reception staff who will check what is in use: we invite you to inform us of any breakages and damages.

- Cleaning and decoration of the housing units

A weekly cleaning and linen change service is provided for each accommodation unit. The accommodation unit will generally have to be left in perfect order to allow us to shorten the cleaning time for other Guests. Each Client is requested, out of respect for the property and the premises of Residence Cigno, as well as for the following Guests, to communicate any damage to their accommodation and relative equipment that may have occurred during their stay. However, it is the responsibility of the Guests to ensure the daily disposal of household waste in order to guarantee the hygiene of the accommodation.

On the day of departure you will have to return:

- apartment and kitchenette clean and tidy;
- washed pots and pans;
- garbage thrown into the appropriate containers located at the back of the Residence.

The apartment will be checked before departure. In the presence of damage and/or particularly messy and/or dirty conditions of the apartment or the kitchen area, the dishes and the hob, the additional sum of 50,00€ will be due to the Management.

- No smoking

It is strictly forbidden to smoke inside the apartments and in the common parts of the structure. Legal sanctions will be applied to violators.

- Guests

Each accommodation unit may not be occupied by more people than the number of beds it is equipped with. It is absolutely forbidden to have the room occupied, even temporarily, by persons other than those declared during the check-in. Any exceptions must be agreed in advance with the reception for the necessary legal requirements. Visitors are required to leave an identity document at the reception desk, which they will collect when they leave the Residence. The violation, even occasional, of this commitment will result in the termination of the contract.



Subletting is expressly prohibited.

- Regulations for pets

A maximum of 2 small dogs or maximum 2 cats are allowed, subject to communication and agreement with the Management, with a request for a cleaning fee.

To protect the tranquillity of all guests, please observe the following rules:

- animals cannot be left unattended in the common parts;
- compulsory use of the leash and muzzle in the common parts;
- owners must take care that their dogs do not bark, for example because they are left alone in the apartment or on the balcony.

Pet owners must take care that furniture, curtains and sofas are not scratched and ruined.

- Absolutely forbidden to let animals sleep on beds or sofas.
- Absolutely forbidden to use kitchen utensils to feed or drink them.
- Make sure everything stays clean when they pass.

The owner is responsible and liable for any damage caused by your pet to property and/or persons.

Upon departure the apartment will be viewed.

- Period of silence

It is not allowed to produce disturbing noises through radio sets, televisions, recorders, musical instruments and discussions between the members of the Guests throughout the day. Particular silence must be respected from 13.00 to 16.00 and from 23.00 to 8.00.

Children must be accompanied and supervised by an adult. In any case, behaviour must be maintained that at any time of the day damages the tranquillity of others.

- Valuables

We are not responsible for the lack of objects and/or valuables of the guests - each Guest is obliged to take care of the custody of the objects of his property -, for damages caused by events of force majeure and the nature of the thing - atmospheric events, natural disasters, falling trees or branches or products that are part of the nature of the plants, wind blows, damage or theft of cars in the parking area and in the area of the structure. For no reason, at the time of departure, discounts will be granted to cover any or alleged inefficiencies that may occur as a result of the events described above.

- Parking

The Residence has an unguarded paid parking and does not assume responsibility for the car and for what is left unattended inside.

Parking is allowed only in the reserved place maximum 9 parking spaces.

- Use of laundry area

The laundry area is always open.

In the laundry area are available to guests the coin washing machine and dryer and the iron with free ironing board.

This area is available to all guests, so it must be left tidy and clean and cloths should not be left in the washer or dryer beyond the time of use.

- It is not allowed to spread wet clothes inside the apartment.
- Ironing is not allowed in the apartment. You only iron in the laundry area.

- Damages and thefts

Anyone causing damage to the building, movable property, equipment, etc. is held legally responsible under the current regulations. Intentional theft and damage will be immediately reported.

At the time of departure the staff will check the apartment and the costs for the replacement and/or repair of any damaged goods or for the loss of the cards will be charged to the Guest and will be payable at the time of check-out.

- Checks and controls

The Management reserves the right to check the apartment whenever it deems it necessary.

- Faults and complaints

All apartments and facilities are checked and maintained periodically. Any defect or problem must be promptly reported to Reception and will be resolved as soon as possible. We ask for understanding where it is not possible to resolve the problem promptly for reasons that do not depend on our will such as holidays, lack of immediate availability of spare parts, interruption of external service, elevator failure, etc.



The Residence is not responsible for any inefficiency due to total or partial lack of supplies such as electricity, water, telephone line or internet connection, not depending on our will.

In any case, if the complaint is made at the end of the stay and therefore of the stay in the residence and/or after departure, it will have not taken in consideration.

### Regulation, its modifications and its acceptance

The Management reserves the right to modify at any time these Regulations, which is displayed at the entrance of the Residence and in each apartment and is published on the Residence website.

The conduct of both adults and minors is considered contractually relevant and, therefore, any violation of the rules of these regulations and the common rules of civil cohabitation and good performance of the Residence will result in the immediate termination of the contract by the Guest and the expulsion from the Residence within 5 hours of the dispute of the facts.

In this case, the Management of the Residence is entitled to withhold the sums already paid and to claim the remaining sums, also as compensation for damages, without prejudice to the right to compensation for the greater damage ascertained.

The internal Regulations have been prepared to safeguard the privacy, security and well-being of Guests. Our commitment is to satisfy and respond to needs and expectations in a professional and efficient way. For any omission or argument partially mentioned, please refer to the regulations in force.

The Client, by staying in the Residence, accepts and undertakes to observe these Regulations. Otherwise, the Management reserves the right to evaluate the non-observance and the possible interruption of the stay without refunding any amount.



## The gestures that make the difference

- Turn off the tap as many times as you can, save every drop of water.
- Just turn on the lights you need, save energy.
- Set the air conditioning only if you need it, maybe the sea breeze will be enough for you.
- Separate your rubbish, cooperate in recycling.
- Make the best use of the induction plan: don't go any higher than 5, you don't need it.

Direction

Tonino, Maricica e Carlo