



HOUSE RULES – RESIDENCE SANREMO

1) Arrival and Departure

Check-in: from 3:00 PM

Check-out: by 10:30 AM

Early check-in/late check-out available upon request with surcharge.

Documents: all guests must present a valid ID for Public Security registration.

Payment: balance due at check-in/check-out according to conditions; damage deposit via card or cash (see point 9).

Keys/cards: replacement cost applies in case of loss.

2) Stay Rules

Occupancy: exceeding the maximum number of registered guests is not allowed.

Visitors: third-party access only with prior authorization and ID registration; overnight stays without registration are prohibited.

Smoking: prohibited inside apartments and indoor areas; allowed only in designated outdoor areas.

Quiet hours: 11:00 PM – 7:00 AM.

Kitchen: must be used in compliance with hygiene standards; do not leave uncovered food; cleaning is the guest's responsibility unless otherwise requested.

Waste/environment: follow recycling rules; avoid waste of water and energy.

Pets: allowed only upon request in designated units; surcharge applies and rules must be respected (leash, muzzle in common areas).

Safety: tampering with systems and devices is prohibited; report any malfunction immediately.

Liability: guests are responsible for damages caused by misuse or negligence.

3) Included Services

Initial bed/bath linen; housekeeping every 3 nights (excluding kitchen), scheduled linen change, daily light room tidying and trash removal.

High-speed Wi-Fi, air conditioning, utilities, and maintenance.

Reception/concierge: 08:00–12:00 and 15:00–20:00; 24/7 phone assistance.

Apartment amenities: equipped kitchen, welcome kit, bathroom and kitchen courtesy set, smart TV, safe.

4) Extra Services (Paid)

Extra	Price Range
Late check-out	€30 – €150
Early check-in (guaranteed)	€30 – €150
Covered/secured parking	€20 – €50 / night
Breakfast (partner bar / room service available)	€12 – €35 per person (+10–20% room service)
Extra linen/change	€10 – €25 per person
Extra cleaning	€20 – €60 (tidy) – €80+ (deep clean)
Kitchen cleaning (if left unclean)	€30 – €100
Laundry (washer/dryer)	€5 – €15
Baby cot	€15 – €30 / night
Pet fee	€15 – €40 / night
Extra bed (if allowed)	€30 – €70 / night
Mini bar / premium pantry	as per price list
Grocery delivery / private chef	upon request
Concierge services	service fee 5–15%

5) Tourist Tax and Payments

Tourist tax: €2.00 per person/night (subject to local regulations and exemptions).
 Payment methods: major credit cards, cash within legal limits, advance payment for non-refundable rates.
 Invoices: fiscal data required; must be requested before the stay.
 Deposits: €200 – €1,000 per unit via pre-authorization or refundable deposit.

6) Special Policies

Minimum stay (high season/events): 2–5 nights.
 Children: discounts/free stay depending on age; cots on request.
 Accessibility: compliant units available; equipment upon request.
 Smoking/substances: no-smoking policy applies; penalties enforced (see point 9).
 Events/parties: only allowed with prior written authorization.



7) Privacy and Compliance

Personal data processed in accordance with EU Regulation 2016/679 (GDPR) and Italian law. Privacy policy available at reception and on www.residencesanremo.com.

8) Safety and Fire Regulations

Evacuation plans available; follow staff instructions in emergencies.
Safe available in apartment; management not responsible for valuables not stored properly.
Blocking emergency exits or using unsafe devices is prohibited.

9) Damages and Penalties

Extra cleaning/smoke remediation: €100 – €300
Lost keys/cards: €50 – €150
Damages: charged based on repair/replacement cost
Broken items: €5 – €30 each
Violation of rules: €50 – €200 penalty

10) Guest Rights

Guests are entitled to a clean, functional unit matching the category booked.
Clear information on rates and policies.
Data protection rights under GDPR.
Access to assistance and complaint procedures.

11) Complaints

Complaints can be submitted at reception or via email: info@residencesanremo.it
Response within 7 working days.
Disputes handled by competent courts or ADR/ODR procedures.

12) Force Majeure and Overbooking



In case of force majeure, alternative solutions, vouchers, or refunds may be offered.
In case of overbooking, equivalent or superior accommodation or full refund will be provided.

13) Legal Notes

This document is informative and aligned with applicable regional and local regulations.

14) Definition

A “residence” is a tourist accommodation with independent units equipped with kitchenette and hotel services, as defined by Liguria regional law.

15) Booking Rules

Reservations via website, phone, email, OTA/agencies.
Valid only with written confirmation.
Guarantee: credit card and/or deposit (approx. 40%).
Cancellation policies vary by rate/period.
Rates are dynamic; tourist tax excluded.
Changes subject to availability.
Groups/long stays may require specific agreements.
