

Regulations

1) Arrival and Departure

Check-in: from 3:00 p.m. **Check-out:** by 10:00 a.m. Early check-in/late check-out available upon request with a supplement.

Documents: each guest must present a valid ID for public security registration.

Payment: balance to be settled at check-in or check-out according to conditions; damage deposit by card or refundable deposit (see section 9).

Keys/cards: in case of loss, a replacement fee will be charged.

2) Rules of Stay

Occupancy: exceeding the registered number of guests per unit is prohibited.

Visitors: third parties may enter only upon authorization and registration of ID; overnight stays without registration are forbidden.

Smoking: not allowed in apartments or indoor areas; permitted only in designated outdoor areas.

Quiet hours: silence must be observed from 11:00 p.m. to 7:00 a.m.

Kitchen: must be used in compliance with hygiene standards; leaving uncovered food is not allowed; cleaning is the guest's responsibility unless an extra service is requested.

Recycling/environment: waste must be disposed of as indicated; avoid water and energy waste.

Pets: allowed only upon request in pet-friendly units; supplement and specific rules apply (leash, muzzle required in common areas).

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

Responsibility: guests are liable for damages or restoration costs caused by improper use or negligence.

3) Included Services

Initial bed and bath linen; room tidying and cleaning every 3 nights, excluding the day of arrival, with scheduled linen change; daily light tidying and waste removal.

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

Reception/concierge and guest assistance from 8:00 a.m. to 8:00 p.m.

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

4) Paid Extras – Common Items and Indicative Price Range

Extra	Price Range
Late check-out (beyond standard time)	€30 – €150
Guaranteed early check-in	€30 – €150
Covered/secured parking	€20 – €50 per night
Breakfast (partner café or room service)	€12 – €35 per person; room service +10–20%
Extra linen set/additional change	€10 – €25 per person
Extra apartment cleaning	€20 – €60 (tidying) – €80+ (deep cleaning)
Kitchen cleaning if left dirty	€30 – €100
Laundry (wash & dry)	€5 – €15
Baby cot/crib	€15 – €30 per night
Pet fee (in pet-friendly units)	€15 – €40 per night
Extra bed (where allowed)	€30 – €70 per night

Extra	Price Range
Mini-bar/premium pantry	according to price list
Grocery delivery/private chef	on request
Concierge services (tours, restaurants, events)	possible service fee 5–15%

5) City Tax and Payments

City tax: €1.50 per person/night, depending on category/season; exemptions apply for minors, long stays, groups, or as described in local regulations.

Payment methods: major credit cards, cash within legal limits, advance payment for non-refundable rates or contracts.

Invoicing: fiscal data (tax code/VAT number) must be provided; invoice requests must be made before or at check-in.

Deposits: possible damage deposit (€200 – €1,000 per unit) via pre-authorization or refundable deposit.

6) Special Policies

Minimum stay: during high season/events: [2–5 nights].

Children: discounts or free stays depending on age; baby beds available on request.

Accessibility: units and common areas comply with accessibility standards; equipment such as ramps and suitable bathrooms available upon request.

Smoking and substances: the property enforces a strict no-smoking policy in compliance with current laws; penalties apply for violations (see §11).

Events/parties: allowed only in suitable units and with prior written authorization; additional deposits may be required.

7) Privacy, Records, and Compliance

Personal data are processed in accordance with EU Regulation 2016/679 (GDPR) and Italian law.

Guest registration is performed as required by public security regulations.

Privacy notices and consent forms are available at the reception and on the website

www.residencesanremo.com.

8) Safety and Fire Regulations

Evacuation signs and floor plans are displayed in units and common areas; follow staff instructions in case of emergency.

Each apartment is equipped with a safe; guests are advised to store valuables and documents inside it. The management is not responsible for items not stored in the safe.

It is strictly forbidden to block emergency exits, use open flames, or operate non-compliant appliances.

9) Damages, Penalties, and Typical Charges (Indicative Range)

Extraordinary cleaning/smoke removal: €100 – €300.

Loss of keys/cards: €50 – €150.

Damage to furnishings or equipment: cost of repair as estimated; charged to the card or deducted from the deposit.

Broken dishes or small items: €5 – €30 each (according to price list).

Violation of quiet hours/rules: administrative penalty as per internal regulations (€50 – €200).

10) Guest Rights

Right to receive an accommodation unit matching the category, clean and fully functional; prompt

maintenance in case of malfunction.

Right to know rates, taxes, and supplements in advance; clear terms regarding cancellations, deposits, and refunds.

Right to data protection in compliance with GDPR and access to all privacy information.

Right to emergency assistance and to submit feedback or complaints with a reasonable response time.

11) Complaints and Dispute Resolution

Complaints may be submitted at reception or by e-mail to info@residencesanremo.it.

Management will respond within 7 working days.

For disputes, competent courts or ADR/ODR procedures apply where provided.

12) Force Majeure and Overbooking

In case of force majeure (e.g., service interruptions, natural disasters), the management may offer relocation, a voucher, or a refund according to law.

In the event of documented overbooking, the residence will provide equivalent or superior accommodation nearby or a full refund.

13) Legal Notes and Customization

This model is for informational purposes and harmonized with current regional and municipal regulations.

The hospitality contract and specific policies apply exclusively to regulate the terms of stay at Residence Sanremo.

14) Definitions and Classification

A “residence” (tourist-hotel residence) is an accommodation facility composed of independent housing units (studios, one-bedroom or two-bedroom apartments) equipped with a kitchenette and private bathroom, providing hotel-type services.

The classification in “suns” and the minimum requirements (spaces, equipment, and services) are defined by the regulations of the Liguria Region.

15) Booking Rules

Channels: official website, telephone, e-mail, online travel agencies or agents.

A booking is valid only upon written confirmation.

Guarantee: valid credit card and/or deposit. A pre-authorization or advance payment [40% of the total amount] may be required.

Cancellation policy: specified at the time of quotation; it varies according to the selected period and booking formula.

Rates: dynamic and subject to availability; VAT included/excluded as per law; city tax excluded where required by local regulation.

Modifications: subject to availability and any rate differences.

Groups/long-stays: may require specific contracts, discounts, and conditions (deposits, penalties, deadlines).