



RULES OF PROCEDURE

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Dear Guest,

the Management of the Hotel Valentino wishes you the best welcome. In order to ensure you a pleasant stay and hopefully, to accomodate you again, here follows "The Rules " and the services offered, which we invite you to read carefully. *Enjoy your stay!*

1. GENERAL INFORMATION - PUBLIC SECURITY

- a) The Rules between "Hotel Valentino" - the Hotel- and the Guest are a contract and, therefore, the customer's request for stay and the Hotel's acceptance of the his request implies the total acceptance of this regulation by both parties.
- b) Upon arrival, the Guest accepts all rules, terms, conditions, and procedures. The Regulations have the ultimate purpose of promoting guests' safety and entertainment.
- c) The personnel appointed by the Management are required to enforce the Regulations towards anyone.
- d) The Management reserves the right to modify these Regulations at any time.

2. SECURITY POLICIES

- a) **Expulsion and Removal.** The laws of the Italian Republic and the principles of courtesy and good manners must always be respected. The Hotel, as an accommodation facility, has to protect the Guest from inappropriate behaviour. In the unquestionable judgement of the Management, the conduct of both adults and minors is considered contractually relevant, therefore if inappropriate conduct, damage and/or disturbance as well as repeated non-compliance with the Regulations and other provisions is reported and proven, the Hotel will deny the service and/or, exercising its right, will remove the offending Guest without notice, reporting the fact to all national and international tourist organisations as well as to the Public Authorities, in the event that non-compliance may possibly lead to the supposition that a crime has been committed. The removed Guest shall not be entitled to the return of the amount paid, which the Hotel Management may legitimately withhold and shall also claim for the residual sums, as compensation for damages, without prejudice to the right to compensation for greater damages ascertained. The Hotel is private property and guests and sellers, who do not respect its policy, are requested to leave the structure; in the event of their refusal, they are subject to trespassing and subject to further legal action.
- b) **Welfare check.** after 12 hours of silence, the Management and the Personnel in charge reserve the right to enter the rooms to carry out checks, even when the "do not disturb" sign has been displayed. Guests are invited to inform the Reception if they sleep mainly during the day or in case of illness.
- c) **Sanitary control:** diseases and epidemics. The Hotel reserves the right to refuse accommodation to a Guest arriving with a contagious disease. In case of illness during your stay, please inform the Reception. If you are seriously ill, you may be required to receive adequate health care from a nearby health facility. During epidemics, the Hotel has the right to take precautionary measures at the discretion of the Management or as required by local and national authorities. An extra cleaning fee will be charged to your bill, at Management's discretion.
- d) **Legality check.** Management reserves the right to enter a room with "Do Not Disturb" status in the event of an emergency, suspected illegal activity, disturbance to other guests or damage to Hotel property. In the case of suspected illegal activity, the Management reserves the right to summon the police for help in eviction. The right to privacy ends when the Rules and Regulations are broken. To the police will be granted immediate access.
- e) **Guest: Structure mainly for adults, perfect for couples looking for a relaxing stay and travelers looking for tranquility.**
- 1) **Minors.** The Management declines all responsibility for any accidents to minors, who, for admission to the Hotel, must be at least 14 years old and accompanied by their parents or trustee with a proxy with a photocopy of their parents' documents and their telephone number. Totally responsible, parents and/or trustee have to ensure that minors maintain polite behaviour and respect the obligation of silence, the correct use of the bathrooms and the equipment made available by the hotel.
 - 2) **Unreported guests.** The Management has the right to report to the police all unauthorised persons found inside the Hotel. In case of not declared people, at the time of booking or check-in, in the room and in the event of availability, the holder of the booking will be charged 40% more on the daily rate, otherwise they will be turned away.
- f) **Undeclared items.** The Guest, in accordance with art.1783 of the Civil Code, must declare the precious objects and/or sums of money and anything else of value brought inside the Hotel as the Management is totally exempt from any responsibility for assets not handed over for safekeeping.

3. PERSONAL DATA - PRIVACY

- a) Upon arrival as provided by national law, all guests has to provide a valid identity document in order to communicate their presence to the competent police authorities. Otherwise, the Direction refuses hospitality (Article 109 of the P.S. Act, as amended by Article 7(2) of L.203/95).
- b) Under Article 13 of the Privacy Code (D. Legisl. 679/16), all personal data of guests will be processed as to fulfill fiscal and legislative obligations. Entire regulation exposed at the Reception.

4. BOOKING - PAYMENT - CANCELLATION POLICIES

4.1 When booking - online or direct:

- a) Rates are per day (per night), regardless of the time of entry.
- b) The reservation should be complete with all data

Please indicate your estimated time of arrival.

4.2 PAYMENT: CONFIRMATION DEPOSIT (art.1385 Civil Code) - BALANCE

When booking, a confirmatory deposit -by bank transfer or prepaid card- is required, The deposit does not include Stay Tax and optional services. If Management does not receive the payment of the deposit within the required time frame, the unconfirmed room will be put back on sale.

The balance will be paid by credit card or cash -according to the maximum limit- upon arrival: **NO CHEQUES**



For guests passing through without a reservation, 100% payment will be requested on arrival.

INVOICE: At the time of booking or at least one day before departure, guests are asked to provide their billing details, otherwise, a simple receipt will be issued without the possibility of subsequent cancellation.

CONFIRMATORY DEPOSIT: At the time of booking, guests are strongly advised to request for an invoice for the deposit as well, otherwise, a simple receipt will be issued without the possibility of subsequent cancellation.

4.3 CANCELLATION POLICIES:

- a) For the SEMI-FLEXIBLE rate, cancellation of the reservation without penalties is foreseen up to 14 days before the arrival date by 5:00 pm - Italian time (example: if the arrival date is 20/07 the cancellation will be free until 5:00 pm on 06/07)
- b) Upon expiration of the cancellation deadline, the Hotel will charge the Credit Card communicated, the amount of the deposit.
- c) In case of cancellation of the reservation beyond 14 days from check-in or No Show, the customer loses the full amount of the deposit (see point 5 d)
- d) As provided in Civil Code Article 1385, the deposit will not be refunded in case of cancellation or no-show.
- e) For the FLEXIBLE rate, cancellation of the reservation without penalties is foreseen up to 2 days of the arrival date by 5:00 pm - Italian time (example: if the arrival date is 20/07 the cancellation will be free until 5:00 pm on 18/07)
- f) Cancellation: the Hotel is not responsible for weather conditions, personal emergencies, or schedule changes after the cancellation deadline.
- g) Even if there are no specific legal requirements, informing the Hotel of the cancellation of your reservation is still a behavior imposed by the rules of fairness and good manners.

h) Reservations via online portals or authorized intermediaries have different conditions, not negotiable.

5. RECEPTION - CHECK IN / CHECK OUT

As the Reception is not staffed 24 hours a day, **Please indicate your estimated time of arrival.**

a) CHECK-IN from 15.30 to 19.00/ CHECK-OUT at 10.00

b) Late Check-In (service subject to availability): not later than 21.00. Extra fees.

c) Late Check-Out (service subject to availability): from 10.00 to 17.00. Extra fees.

d) In case of early departure, the Guest will lose the amount paid, even in case of unforeseeable and unavoidable events (sudden death/illness/accident).

e) In case of an extended stay, an additional reservation is required, subject to availability and/or rate changes.

f) **NO-SHOW POLICY** = failure of the customer to show up. IF Guest does not arrive by 5 p.m. on the agreed date - Time Limit - without first notifying the Reception or deleting or modifying the booking itself, it will be automatically cancelled (Article 1457 of the Italian Civil Code), the room will be allocated to third parties and the Guest will lose the entire deposit paid, equal to the first night.

GROUP NO-SHOW POLICY = the rooms will be allocated to third parties and each Guest will lose the entire amount paid as a deposit, equal to the first night. Such an amount cannot be used by another guest from the same group to pay for his/her room.

6. STAY TAX

The stay tax is not included in the room rate and has to be paid directly at the hotel, except for exemptions and reductions provided for by Municipal Regulation.

7. SERVICES

MEETING ROOM that can accommodate up to 20 people, with television and reading corner.

BAR: located on the second floor, with espresso coffee or through an Express Coffee Dispenser in the breakfast room, open 24 hours a day.

LINEN CHANGE every 3 days. At the guest's request, it can also be changed daily, but at an extra cost per item changed.

LUGGAGE STORAGE / ASSISTANCE = *For this service Please, contact the Reception.*

EQUIPMENT AND SECURITY

a) Each room is equipped with TV, minibar, air conditioning, heating and safe. Safety deposit boxes are available at reception. The service is free.

b) Each Guest is given a badge for the Hotel entrance door which must be returned at check-out: in case of loss- notify immediately the Reception-, a surcharge will be applied..

FAX/PHOTOCOPY

Contact the Reception. Payment service

TRIPS / EXCURSIONS / RESTAURANTS / VARIOUS SERVICE/ GUEST COURTESY LINE: *Information at the Reception.*

INTERNET = *Free latest generation Wi-Fi 5G.* - **HELPFUL NUMBERS** = *List in the room.*

PARKING: The hotel has a private, uncovered car park inside the courtyard with limited spaces. Internal parking is only allowed for loading and unloading. Paying and/or free parking nearby. The Management is not responsible for any damage or theft.

CLEANING

The cleaning of the room takes place in the morning by about 12.00. If the "do not disturb" sign has been hung on the door, this service is not guaranteed until the following day.

ROOM SERVICE = *Payment service.*

ADDITIONAL BED: *This service is not provided.*

8. NOTICES

ACCESS to the rooms and the Hotel is reserved for guests only: visitors can enter only with the authorization of the Management.

DAMAGES.

- 1) Damage to the room, fixtures, fittings and equipment, including the removal of electronic equipment, switchboards, etc., will be charged at 150% of the replacement value, plus any shipping, handling and ancillary costs. In extreme cases, criminal charges will be pursued.
- 2) Before arrival, the room is checked again; however, the Guest is invited to immediately report any disservices and malfunctions in the room assigned. Any damage found subsequently will be charged to him.
- 3) Damages caused voluntarily to the structure and its equipment but also attributable to inexperience or distraction, will be charged at the cost of the restoration, except for greater damage suffered. Depending on the seriousness of the damage, the Hotel reserves the right to involve the police as well.
- 4) Damage to mattresses and bed linen and towels, including bedspreads and blankets, caused by the use of body oils, make-up, shoe polish, etc. will incur an extra cost to clean, repair or replace the damaged item.
- 5) All the specific indications given on the signs placed in the area owned and pertaining to the Hotel must also be respected.
- 6) When returning from the beach, guests are kindly requested to use the fountains outside the Hotel to remove any residual sand in order to avoid blocking the shower drain.

FORGOTTEN ITEMS. If guests forget any items or clothing, the hotel will keep them for 30 days from the date of check-out. After this period, if the guest has not requested their return or collected them through an authorised representative, they will be disposed of. Shipping requests must be paid for in advance at a cost of €30.00 plus actual shipping costs.

DISRUPTIONS

The Management is not responsible for any disruptions due to total or partial lack of supplies of gas, electricity, water, telephone line or Internet connection beyond its control.

PETS NOT ALLOWED: with the sole exception of guide dogs. In the event of non-compliance with this prohibition, the Management reserves the right to ask the guest to leave the hotel without refund and also to refuse future bookings.

GUESTS: Adults and minors from 14 years old.

BREAKFAST: Served in the hall on the second floor. Room service at extra charge.

CLEANING

- a) The Guest is required to leave the room in order. Otherwise, the cleaning will not proceed and this situation will be notified to the customer.
- b) Guests who leave the room in complete disarray and in dirty conditions beyond normal use will be applied a surcharge of €250 to €500 as extra cleaning, except for greater damage suffered.

9. RULES OF CONDUCT

- a) In the common areas and in the breakfast room, a **respectable clothing** is required
- b) Please, leave your room tidy, turn off the light and lower the blinds before leaving.
- c) Quiet time: 14:00 - 16:00 and 23:00 - 07:30. Avoid using the shower, the hair dryer and any other means and behavior that could disturb as well as moderate the acoustic tone, the volume of the television and the sound system, in absolute compliance with the times of silence. Exceptions are shows and events authorized by the Management.
- d) **Silent behaviour** is also requested in corridors, stairs and common areas.

10. BANS

- a) Except for the refrigeration units that the Hotel provides, the preparation of food in the room by any type of kitchen appliance is prohibited. The use of coffee makers, electric hobs, toasters, water heaters, stoves, fuel, open flames, barbecues, burners, heating appliances, or any other element intended for cooking, will result in a charge of €300.00, except for greater damage suffered.
- b) Open fires, open flames or cooking grates, coal or gas, and fireworks are not permitted anywhere on the Hotel property. All such articles will be immediately removed by the Staff.
- c) Smoking is strictly prohibited throughout the building (Law 16 January 2003 n. 3 art. 51). Otherwise, the Management will apply a charge from € 250 to € 500 as extra cleaning, except for greater damage suffered. If the Guest refuses and persists, he will be asked to leave the Hotel without any right to a refund of any nights not yet enjoyed. An ashtray is available in the external area in front of the entrance, and on the bedroom desk, for smoking only on the balconies. DO NOT flush butts down the toilet.
- d) The use of candles, incense, essential oils (diffusers, vaporization, etc.) is prohibited unless authorized by the Management. Otherwise, a fine of between €250 and €500 will be applied as extra cleaning.
- e) It is forbidden to remove objects and goods belonging to the Hotel from the rooms: in the event of missing linen, the Management will apply a debit to the account.
- f) Dogs and other pets are NOT allowed inside the property, with the sole exception of guide dogs. In the event of failure to comply with this prohibition, the Management reserves the right to ask the guest to leave the property without refund and also to refuse future bookings, and an extra charge of up to €250.00 may be applied for cleaning or damage.
- g) ROOM: It is not permitted to move, remove furniture or use it for purposes other than their intended purpose. Furthermore, it is not permitted to move or remove decorations or electrical appliances, or to use them for personal purposes other than those for which they are intended. The Staff will put everything back in its original place and any damages will be charged to the guest.
- h) NO IN-ROOM PARTIES: The Management does not permit any parties to be held in guest rooms in order to ensure the protection of the Hotel and its guests. Failure to comply with this rule will result in the offending guest being asked to leave the Hotel without any refund. Registered guests are responsible for all visitors to their rooms.
- i) Any activity - which may cause disturbance - is prohibited.
- l) It is absolutely forbidden to bring hotel linen to the beach. In case of missing linen, an extra cost will be charged to the account, at the discretion of the Management.

11. **LIABILITY:** Anyone who causes harassment or damage to the building and its accessories, as well as theft of the Hotel's property, shall be prosecuted in accordance with the law. The parties agree that for any dispute relating to the interpretation or execution of this contract, unless it falls among those for which the law expressly provides for mandatory jurisdiction, the Court of Genova shall have exclusive jurisdiction.

DO NOT WASTE OUR MOST PRECIOUS TREASURE: WATER!