

MIRAMARE

LUXURY DEPENDANCE

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SANREMO

HOTEL GUIDELINES

Dear Guests,

To ensure an exceptional stay defined by comfort, privacy, and impeccable service, we kindly invite you to familiarize yourself with the following Hotel Guidelines, thoughtfully designed to preserve the exclusive atmosphere of Miramare Luxury Dependance.

1. Arrival & Check-in

- Check-in is available from 3:00 PM.
- Upon arrival, each guest is kindly requested to present a valid identification document and a valid credit card to guarantee the stay and any incidental charges. A pre-authorization may be required, except in specific cases.
- Early check-in requests are subject to availability and may incur an additional charge.

2. Departure & Check-out

- Check-out is by 11:00 AM.
- An unsupervised luggage storage area is available on the day of departure.
- Late check-out is available upon request, subject to availability and an additional charge.

3. Billing & Payment

- We are pleased to accept all major international credit cards, debit cards, and cash, in accordance with current regulations.
- Unless otherwise requested, all additional services (restaurant, minibar, laundry, bar, pool, etc.) will be conveniently charged to your room account.

4. Guest Room Access

- Guest rooms are reserved exclusively for registered guests.
- To ensure the privacy and security of all our guests, access to guest rooms by non-registered visitors is permitted only with prior authorization from Hotel Management.

5. Hotel Services

- Breakfast is served daily from **7:30 AM to 10:30 AM**.
- The Fitness Room is available **24 hours a day**.
- The swimming pool follows seasonal opening hours:

April/May 9:00 AM – 7:00 PM | June 9:00 AM – 8:00 PM | July/August 8:00 AM – 8:00 PM

September 8:00 AM – 7:00 PM | October 9:00 AM – 6:00 PM

- Sunset Bar: Open from 9:00 AM to 1:00 AM
- Sunset Bar Kitchen Service: Available from 12:00 PM to 11:00 PM
- Concierge Service is available daily from 9:00 AM to 6:00 PM.

6. Guest Etiquette

- Appropriate attire is kindly required in all public areas. Swimwear is not permitted inside the hotel's indoor public spaces.
- Smoking is strictly prohibited in all guest rooms and indoor areas of the hotel. Designated outdoor smoking areas are available.
- We kindly ask guests to maintain a respectful noise level in public areas to preserve a peaceful and relaxing atmosphere for everyone.

7. Pool Guidelines

- Guests are kindly requested to shower before entering the pool.
- Walking shoes are not permitted within the pool area. Slippers or appropriate rubber footwear are required.
- Diving into the pool is strictly prohibited.
- A swimming cap must be worn when using the pool.
- Pets are not permitted within the pool area.
- Food and glass containers are not permitted in the pool.
- Swimming is not permitted during maintenance periods or outside the designated opening hours.
- Please use the dedicated pool restroom facilities.
- Balls, rackets, and other sports equipment are not permitted in the pool area.
- Guests are kindly requested to observe the pool opening hours established by Hotel Management.

- Pool depth: 150 cm.
- Please refrain from shouting or engaging in behavior that may disturb the comfort of other guests.
- Guests with wounds, abrasions, lesions, or suspected infectious skin conditions are not permitted to use the pool.
- Guests are kindly requested to wear appropriate attire in all common areas of the hotel. Swimwear and towels are permitted only within the designated pool area.

8. Safety & Security

- In the event of an emergency, please follow the evacuation instructions displayed in your room and throughout the hotel.
- For your safety, elevators must not be used during an emergency.
- An in-room safe is provided for your convenience. The Hotel cannot accept responsibility for valuables left unattended.

9. Pet Policy

- Small pets (up to 10 kg) are welcome upon request, subject to an additional charge and compliance with our hygiene standards.
- Pets are not permitted in the swimming pool.
- Within the pool area, pets must be carried to and from your sun lounger and may not roam freely.
- Pets are not permitted on the hotel's lawns.
- Pets must be kept on a short leash not exceeding 100 cm at all times in all public areas of the hotel and may not be left unattended or off leash under any circumstances.
- Guests are required to carry a muzzle (rigid or soft), which must be used whenever necessary for the safety of people or other animals, or upon request by a member of the hotel team.
- Pet owners remain fully responsible for their pet's wellbeing, behavior, and any damage caused to persons or property.

10. Guest Responsibility

- Any damage caused to the hotel's facilities, furnishings, or equipment will be charged to the responsible guest.
- The Hotel cannot be held liable for accidents resulting from failure to comply with these Hotel Guidelines.

11. Privacy

- All personal data is processed in accordance with applicable data protection legislation.

Your stay at **Miramare Luxury Dependance** constitutes acceptance of these Hotel Guidelines.

Please note that these guidelines may be updated during special events or seasonal periods. For the most up-to-date information, our Reception Team will be delighted to assist you at any time.