

# *General Terms & Conditions*

## **A B&B is a private residence that offers Bed and Breakfast.**

(Included in the room price).

A B&B is not a hotel. Therefore the guests should comply with the B&B rules for a use-happy and serene house sharing.

## **Act as you would like your guests to act in your home.**

### **1. Check-in / Check-out**

- Your room will be ready from 15:00. In case of late arrival, please be so kind to let us know the time of your arrival.
- Check-out is before 10:30 the day of departure. Check-out after that time will be charged with an extra night.

### **2. Car Park**

Dolce Campagna has a private car park. Motorcycles and bikes can be stored in the garage. Parking and manoeuvring in the car park, as well as entering to and exiting from the car park remain under the responsibility of the users. Dolce Campagna decline any responsibility in case of damage or break in.

### **3. Bedroom and security badges**

- At your arrival, a badge will be delivered. This badge ensures you a secured access to your room and also to the main domain entrance and portal.
- A safety box is at your disposal in your room. Dolce Campagna declines all responsibility in case breaking in.
- The bedrooms are equipped with air conditioning, Please make sure to switch it off when leaving the room.
- A complete check of the bedroom will be done at your departure. Damaged, broken or missing objects will have to be refunded to the owners.
- Please let us know what have been taken in the mini-bar. Hot drinks available in your room are kindly offered.

### **4. Breakfast**

- Breakfast buffet is served from 08:00 to 10:00.
- On particular request, we will do our best to satisfy your demands.

### **5. Pets**

Unfortunately, pets are not allowed at Dolce Campagna.

### **6. Household**

The room is cleaned on a daily basis. Towels are changed every three days and bed linen once a week. If the room is particularly dirty, an extra charge 50 € will be requested to you.

### **7. Smoking**

Dolce Campagna offer an entirely smoke free habitat.

The amateurs of tobacco of all kinds are invited to borrow an ashtray and smoke in the garden. Please do not throw your cigarette butts on the floor, respecting the hygiene towards the other guests staying at Dolce Campagna.

### **8. Prohibitions**

- Smoking in the rooms and the common parts of the house ;
- Cooking and eating in the room ;
- Extend wet linen in the room (a dryer is at your disposal next to the swimming pool) ;
- Throw cumbersome objects in the toilets ;
- No candles nor incense in the room ;
- Drinking alcohol, using drugs or other substances of that kind. In case of observation, the police forces will be immediately advised ;
- Loud speaking voices and hard noises during the night (23:00 – 08:00) ;
- No physical or verbal abuse ;
- The failure and no respect of these interdictions will lead to immediate ending of your stay without any possible refund.

## 9. Miscellaneous

- Each time you leave the room, please check if:
  - All the lights and any electrical appliances are turned off
  - The windows are correctly closed
  - The air conditioning is turned off
- Please inform the owner immediately when something goes wrong; our major care is to make your stay as pleasant as expected.
- Please inform the owner immediately of any damage caused in the bedroom and/ or bathroom, whether it was intentional or not. The refund for repairs or replacement will be taken into account at your departure.

## 10. Swimming pool & garden

- The garden, the swimming pool and the garden furniture are placed at the disposal of the customers lodging at Dolce Campagna.
- We kindly ask our customers to use them with care. The use of the swimming pool must be done in consideration of and with respect to other users, in compliance of the usual instructions of hygiene and the safety regulations related to bathing. It is obliged to put a towel on the pool chairs and to take a shower before swimming.
- The use of the swimming pool is allowed between 09:00 and 20:00. For safety reasons, the use of the swimming pool and water plays are strictly prohibited to people of any age who cannot swim.
- Children are not authorized nearby the swimming pool without the accompaniment and the supervision of an adult. The duty of vigilance and supervision fall in any time under the responsibility of the parents or the supervisor.

**Dolce Campagna decline any responsibility in case of accident.**

## 11. Reservation / Payment / Cautions

- The prices are per night and per room, include breakfast and local taxes.
- A deposit of 50% of the total due of the booking is required to guarantee the reservation. This deposit needs to be paid within 5 days following your reservation. If not received within this delay, the reservation is cancelled. Your booking will be considered as confirmed at receipt of the deposit.
- Payments are accepted by bank transfer. Dolce Campagna will then send a reservation confirmation by E-mail.
- For stay of **less than a week, the remaining 50% of the total due has to be paid** at arrival.
- For a stay of **at least a week, the balance has to be paid 15 days before** your arrival.
- Furthermore, **a deposit of 300 EUR** will be asked at your arrival as guarantee to cover possible damages. This amount will be refunded to you at the end of your stay.
- For a stay **longer than three nights**, cancellations are accepted. However, **a penalty of 50%** on the deposit will be applied in case the room cannot be rented to another person.
- For a stay of **less than three nights, and in case of discontinuance, the price has to be paid entirely** and is not refundable.
- In case of early departure, the entire amount of the stay is due and retained.

AT YOUR ARRIVAL, YOU WILL BE ASKED TO SIGN THE HOUSE REGULATIONS.

Name: ..... Date: ..... / ..... / .....

Address: .....

Telephone/Mobile: .....

Email: ..... Signature

A sum of ..... € has been given as guarantee.

Thanks:

We hope you had a pleasant stay and we thank you for passing the message on Tripadvisor.