

## **Internal Regulations of Guest House A Casa di Benny:**

The owner of the Guest House A Casa di Benny, Benedetta, is pleased to welcome you and hereby informs you of the internal regulations, confident that the rules stated herein will be followed with common sense and mutual respect.

We kindly ask our guests to scrupulously observe the following rules in order to ensure a pleasant stay for everyone. Failure to comply with these regulations may result in the expulsion from the premises at the discretion of the management, without any right to a refund of the amounts paid.

### **❖ Access to the premises:**

Upon arrival, it is mandatory to provide the management with valid identification documents (identity card, passport, or driver's license) as required by current legislation. Failure to comply with this obligation constitutes a violation of criminal law and authorizes the manager to request immediate departure from the guest house. Our guests' data is processed in accordance with the current privacy regulations, Law No. 196/2003.

Once the notification form has been completed, payment for the stay will be requested, which must be made in cash only. We do not accept checks or provide credit. To confirm your payment, the property owner may issue a tax invoice indicating the amount and details of your stay. Please note that no refunds are provided for early departures.

### **❖ Check-in/Check-out:**

The arrival time must be communicated at the time of booking or at least 48 hours prior to arrival. Without prior notification of any changes or delays, the check-in service cannot be guaranteed. Check-in is possible from 12:00 PM to 6:00 PM, with advance notice of the arrival time. For check-ins outside the aforementioned hours, an additional fee of € 15.00 will be charged, whether it is an early check-in or a late check-in. Check-out is mandatory by 09:30 AM to allow the staff to clean and prepare the premises. Any delays will incur an extra charge of € 10.00 per hour. Failure to adhere to the specified check-out time may result in the inability for new guests who have booked the room to access it, or hinder the service staff from carrying out the necessary cleaning, with any resulting damages (both financial and reputational) being entirely attributable to those who do not respect this rule.

### **❖ Key Loss:**

Upon check-in, guests will receive the keys to their accommodation and must return them upon departure, adhering to the check-out time. In the event of loss, breakage, or theft of the provided keys, a report must be filed with the competent authority. The customer will be charged € 300.00 as a contribution towards the cost of replacing the locks.

### **❖ Luggage Storage:**

At the time of check-out, guests may leave their luggage in the apartment after notifying the staff. The management is not responsible for any damage caused to fragile items inside the luggage if they have not been adequately protected with packaging material. Luggage storage requires the return of the keys.

#### ❖ **Smoking:**

Smoking is strictly prohibited and punishable by law within all areas (common room, rooms, and bathrooms) of the guest house. A Casa di Benny is equipped with 3 terraces, one for each room, with designated smoking areas and ashtrays where smoking is permitted.

#### ❖ **Pets:**

Pets are not allowed.

#### ❖ **Rules of conduct in the community:**

The guest is required to maintain order and protect the living environment in the common areas. It is mandatory to respect silence during the nighttime hours (10:00 PM - 8:30 AM) and during the afternoon rest period (2:00 PM - 4:00 PM). The use of the television is only allowed at low volume. The following actions are strictly prohibited:

Using any part of the common areas for personal use, occupying them with furniture, tools, or other objects, or in any way preventing other guests from using them.

Disturbing other guests.

Keeping flammable, harmful, or radioactive materials in the common areas and inside the rooms.

Disposing of materials in the drainage system that may cause blockages.

Making changes to the premises and furniture.

Tampering with electrical, plumbing, air conditioning, and heating systems.

Using stoves, cookers of any kind to prepare food or beverages, or heat-generating devices outside of the provided equipment.

Smoking inside the rooms and common areas.

Possessing any type of weapons.

Possessing and/or using illegal substances.

Lighting fires.

Unauthorized individuals, unregistered or non-booked guests are not allowed to enter the premises.

Visits from friends or family members must be authorized in advance by presenting identification documents to the management.

It is strictly forbidden to answer the intercom, open the door to strangers, or answer the phone. Only the staff is authorized.

Damage or vandalism:

In the event of damage or vandalism to the building, furniture, objects, or provided appliances, the responsible party must pay for the incurred damage. Payments of this nature must be made immediately in cash, depending on the extent of the damage. The person causing such damage is legally responsible under applicable regulations. The guesthouse A Casa di Benny assumes no responsibility for valuables (money, jewelry, etc.) kept in the guest accommodations or common areas.

#### ❖ **Safety regulations:**

For security reasons, it is strictly prohibited to keep air conditioning, room lights, television, and any other electrical devices running when leaving the room.

In order to ensure a peaceful stay, the management is authorized to remove anyone who does not comply with the regulations mentioned above.