

REGULATION

In order to make pleasant your stay in our hotel, we ask you to carefully read the rules established in this regulation.

- The rooms are available from 14pm on the day of arrival. Guests must leave the rooms by 10am on the day of departure.
For late check out (before 19pm) you will have to ask the Reception for availability and the charge whose amount varies according to the seasonality of the rates.
- You will be able to access the rooms only after registering your personal data through valid identification documents. Minors travelling with persons who aren't their parents must have written parental permission dei genitori and their copy of the identification document.
- It is absolutely forbidden to let people not registered in the hotel get into the room, any Guest must necessarily leave the identification document at the reception that will pick up at the exit.
- For safety reasons it is not possible to use in the rooms stoves, food warmers and irons. In case of need you can contact the staff.
Any damages to the structure. Objects or furnishings of the hotel will be charged to the customer who caused them.
- Breakfast is served from 7.30 to 10.00, Guests are kindly asked to respect this time.
- Parents or who exercises the authority of minors are responsible for the acts performed by them within the hotel, they are required to supervise them making sure that they maintain a correct behaviour towards other Guests and the hotel.
- It is strictly forbidden to smoke inside the rooms and the hotel.
- please put towels in the sink if they need to be replaced. Please do not waste water and electricity, when you leave the room please close everything.
- Pets of any breed and size are not allowed in the hotel and on the beach.
- The hotel uses the services of the DELLE VITE CAR PARK located in via Fiorelle about 850m away.
The parking is outdoors, unguarded but equipped with cameras.
Upon arrival and departure, customers can use the shuttle service hotel-parking and opposite while during the stay, the shuttle service is for a payment.
- The Customer, if he has not done so at the time of booking, is asked to inform the hotel if he suffers from allergies or food intolerance.
- The beach service is provided free of charge in the stay from the day of arrival (check-in from 2pm) until the evening before departure, you go down to the beach and communicate to the lifeguard the room number or the name of the holder of the reservation.
 - a. In case of early arrival at the check-in time, the use of the beach service, if available, is subject to a fee at a cost of € 30 per day and/or part thereof.
 - b. In case of use of the beach service, granted according to availability, the payment of € 30 is due.

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In cases A and B, it is necessary to show the lifeguard the card given by the receptionist upon payment and/or debit on the account.

Our beach consists of 4 rows of umbrellas, the first two are reserved for Customers staying in the hotel, the third and fourth to the outsiders. The 1st, 2nd and 3rd row seats near the walkway on the right and left are reserved for Customers with walking difficulties.

The beach place cannot be booked, the assignment is made by the lifeguard every morning according to availability.

The opening and closing hours of the beach service are from 15 May to 30 September from 9am to 7pm and from 1 October to closing from 10am to 6pm.

It is forbidden to return to the hotel from the beach in swimwear.

It is required to wash your feet from the sand before entering the hotel.

It is forbidden to take a shower on the beach using shampoo and/or soap.

- Payment methods accepted are by cash, debit card, credit card or bank transfer. Cheques are not accepted.
- Cancellation policy:
 - a. Reservation with payment of confirmation deposit, in case of cancellation or no-show the deposit will not be returned.
 - b. Reservation with credit card, in case of cancellation within 7 days before arrivals or no-show will be taken from the credit card of which you have communicated the data the amount equal to the first night of stay.
 - c. In case of late arrivals or early departure up to 3 nights not used will be charged.

Please note that any change in dates, number of nights or number of guests may lead to a change in price.

- Customer who need an invoice must communicate it at the time of booking or, at the latest, at check-in and at the same time provide complete data.
- In the event of suspension of the electricity supply due to Electricity Supplier or force majeure the hotel has a electric generator that guarantees the necessary services, not the of air conditioning.
In the event of suspension of supply or reduction of water due of Water Supplier or force majeure the hotel has a water reserve that a normal supply for a limited time.

The Management declines all responsibility and is not required to make any refund.