

il
VICOLETTO



BED & BREAKFAST

rules for guests at the Vicoletto

- The reservation can be made by phone.
- We would like to inform you that our rooms are not equipped with safe boxes. Therefore we encourage you not to leave any valuables unattended in the rooms, bathrooms and in the common areas. We also encourage our guests to always close doors and windows. Our B&B disclaims any responsibility for any losses and any possible damages to people and properties from and to third parties. Any damages must be declared and refunded immediately to the house manager. As for your reservation, you will receive a confirmation from us, accompanied by all the information about our B&B and the payment method for the deposit, of 30% of the total amount, to be sent via bank transfer. Any booking cancellation requests will be regulated by the following conditions: a complete refund of the total amount for cancellations providing more than 10 days notice in relation to the scheduled arrival date; a 50% refund for cancellations providing a notice from the 9th to the 4th day before the scheduled arrival date. For cancellations providing a notice of less than 4 days in relation to the scheduled arrival, the B&B will keep the total amount. All cancellation requests must be sent via e-mail to info@bebvicoletto.com. In case of early departure in relation to the scheduled check-out date no refund will be issued.
- The accepted payment methods are bank transfers and cash.
- Upon arrival, our guests must provide, for national legislation, an appropriate and currently valid identity document, such as identity card or passport. The non-compliance of this obligation will constitute a violation of the criminal code and it will authorise us to request the immediate abandonment of the B&B. Our guests' data are used in accordance with the privacy law in force. Once the registration forms are filled, our guests will be asked to proceed to the payment that will be made in cash.
- In accordance with the law in force, the B&Bs are not commercial businesses, therefore they are not required to release any fiscal documents. In order to prove your payment we release a non-fiscal receipt with the amount paid and all the details of your stay.
- CHECK IN
Unless special needs of our guests, rooms delivery is provided from 3pm onwards. In order for us to get organised, we'll appreciate if you could communicate your estimated time of arrival and any possible delays.
- Our B&B does not provide a reception service 24h. The key card that opens the doors will be given to our guests upon registration. In case of loss of the card the guest will be charged 30€, to be paid before the departure.
- CHECK OUT
The rooms must be vacated by 10.30am to allow the cleaning.
- Breakfast will be served approximately between 8am and 10am. It's forbidden to consume food inside the rooms and to turn on any stove. In accordance with the regional law in force, for security reasons and in respect of the other guests, we do not allow our guests to use stoves, but we allow them to consume ready-made food for which we provide a microwave in the kitchen. It will be your care to tidy up the utilized areas.
- The rooms and bathrooms cleaning is done daily while the bed linen and bath linen change every 3 days. (NB: We'll appreciate if you could leave only the dirty towels, which will be replaced, on the floor).
- Smoking is strictly forbidden within all the B&B areas and in the rooms. This rule comes from the need to protect the non-smoking guests and guests who will come after you, besides the fire prevention regulations.
- According to the B&B regulations and to the Local Police rules, we ask our guests to observe silence from 2pm to 4pm and from 10pm to 8am. It's strictly forbidden to let other people in, except the registered guests.

- We ask our guests to use the bathrooms properly, avoiding to throw anything in the WC (please use the dustbin). Furthermore we ask you to turn the light and the air conditioning off every time you leave the room.

- Please, indicate any food allergies or intolerances while booking, so that we can guarantee a customised breakfast. In case of problems due to allergies not declared in advance our B&B disclaims any responsibilities.

Sure of your cooperation, we wish you a good stay.

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